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HEALTH CARE FINANCING ADMINISTRATION

CARRIER WORKLOAD AND PROCESSING TIME REPORT NOVEMBER 1986

REPORTS
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U.S. Department of
Health and Human Services
Health Care Financing Administration

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FOREWORD

This report summarizes the status of carrier workloads for November 1986. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables for October 1986 and November 1986 showing processing time (processing and payment cycle--PPC) data by type of bill. Definations of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Division of Reports and Analysis
239 East High Rise
6325 Security Boulevard
Baltimore, MD 21207
(301) 597-1880

CARRIER CLAIM AND INQUIRY WORKLOADS

NOVEMBER 1986

HIGHLIGHTS

	Nov 1986	Oct 1986	Nov 1985	November 1986 Percent Chg from Oct 1986	November 1986 Percent Chg from Nov 1985
Number of					
Claims Received	22.69	27.95	22.33	-18.8	1.6
Claims Processed	22.81	28.22	21.81	-19.2	4.6
Claims Pending	11.31	11.50	11.14	-1.7	1.5
Assignment Rate	68.2	68.1	68.0	0.1	0.3
Electronic Media Claims					
Number	6.50	7.95	5.10	-18.2	27.5
Percent Received	28.6	28.4	22.8	0.7	25.4
Inquiries Processed					
Total	1.51	1.91	1.47	-20.9	2.7
Per 1,000 Claims Received	67	68	66	-1.5	1.5
Beneficiary	1.09	1.39	1.07	-21.6	1.9
Per 1,000 Claims Received	48	50	48	-4.0	0.0
Provider	0.43	0.52	0.40	-17.3	7.5
Per 1,000 Claims Received	19	18	18	0.0	5.6
Medicaid Crossover Claims					
Number Transferred to States	2.31	2.88	2.27	-19.8	1.8
Transferred via EMC	1.81	2.27	1.48	-20.3	22.3
Percent Transferred via EMC	78.1	78.6	65.5	-0.6	19.2

NOTE: Numbers in millions

CARRIER CLAIM PROCESSING TIMES

NOVEMBER 1986

HIGHLIGHTS

	Nov 1986	Oct 1986	Nov 1985	November 1986 Percent Chg from Oct 1986	November 1986 Percent Chg from Nov 1985
Processing Time (PPC) Data					
Percent Clean Processed In 27 Days					
Total	85.8	81.8	-	4.9	-
Assigned	87.3	83.9	-	4.1	-
Physician	87.2	83.3	-	4.7	-
Non-Physician	87.5	85.6	-	2.2	-
DME	78.6	74.1	-	6.1	-
Lab	91.1	88.9	-	2.5	-
Ambulance	91.6	86.0	-	6.5	-
Other Non-Physician	82.0	91.6	-	-10.5	-
Unassigned	82.4	77.0	-	7.0	-
Percent Total Processed In 60 Days					
Total	97.3	96.7	-	0.6	-
Assigned	97.6	97.1	-	0.5	-
Physician	97.8	97.3	-	0.5	-
Non-Physician	97.1	96.6	-	0.5	-
DME	94.8	93.8	-	1.1	-
Lab	98.2	98.1	-	0.1	-
Ambulance	97.4	96.6	-	0.8	-
Other Non-Physician	95.2	96.1	-	-0.9	-
Unassigned	96.7	95.6	-	1.2	-
Percent Total Processed In 90 Days					
Total	99.1	98.8	-	0.3	-
Assigned	99.3	99.0	-	0.3	-
Physician	99.3	99.1	-	0.2	-
Non-Physician	99.1	98.9	-	0.2	-
DME	98.4	97.8	-	0.6	-
Lab	99.4	99.5	-	-0.1	-
Ambulance	99.2	98.8	-	0.4	-
Other Non-Physician	98.3	98.6	-	-0.3	-
Unassigned	98.9	98.3	-	0.6	-

Executive Summary

- The total number of claims received by carriers was 22.7 million in November 1986, an increase of 1.6 percent from the 22.3 million received in November 1985, and a drop of 18.8 percent from the 28.0 million received in October 1986.

  + The assignment rate in November 1986 was 68.2 percent, an increase of 0.3 percent from the assignment rate of 68.0 percent in November 1985.

  + The percent of claims received via electronic media (EMC) increased 25.4 percent, rising from 22.8 percent in November 1985 to 28.6 percent in November 1986.

- The number of claims processed increased by 4.6 percent, from 21.8 million claims in November 1985 to 22.8 million claims in November 1986.

- The number of claims pending at the end of November 1986 was 11.3 million, the lowest it has been since November 1985.

  + Additional funding for claims processing has enabled the carriers to reduce the pending backlog each month from June 1986 to November 1986.

- The number of Medicaid crossover claims transferred to States increased by 1.8 percent from November 1985 (2.27 million claims) to November 1986 (2.31 million claims).

  + Over this same period, the percent of such claims transferred via electronic media increased by 19.2 percent, from 65.5 percent to 78.1 percent.

- The percent of clean claims processed in 27 days during November 1986 was 85.8, an increase of 4.9 percent over the 81.8 percent processed in October 1986.

  + The percent of total claims processed in 60 days for November 1986 was 97.3, representing an increase of 0.6 percent over the 96.7 percent processed in October 1986.

  + The percent of total claims processed in 90 days for November 1986 was 99.1, representing an increase of 0.3 percent over the 98.8 percent processed in October 1986.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, NOVEMBER 1985 - NOVEMBER 1986

Month	Claims Received During Month (000s)	Claims Processed During Month (000s) — Including Replicates — Total Number	Claims Paid — Number	Claims Paid — Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Claims Pending End of Month (000s) — Total — Number	Days Work On Hand*	Over 30 Days — Number	Over 30 Days — Days Work On Hand*	Over 60 Days — Number	Over 60 Days — Days Work On Hand*
1985													
November	22,332.2	21,807.0	19,160.9	87.9	792.9	1,853.2	21,705.6	11,137.5	10.1	1,563.8	1.4	605.4	0.6
December	24,048.5	22,709.7	20,074.4	88.4	724.4	1,910.8	22,596.4	12,380.9	11.1	1,841.1	1.7	714.3	0.6
CY 1985	279,558.9	277,025.1	226,270.6	81.7	28,705.0	22,049.5	275,730.0	---	---	---	---	---	---
1986													
January	25,840.4	24,512.4	20,092.0	82.0	2,314.1	2,106.3	24,372.1	13,703.0	12.2	1,787.0	1.6	661.2	0.6
February	22,828.4	21,403.5	14,547.9	68.0	4,910.4	1,945.2	21,290.8	15,099.5	13.4	2,151.5	1.9	659.7	0.6
March	24,942.3	23,708.5	16,763.0	70.7	4,861.0	2,084.6	23,567.6	16,256.5	14.4	2,352.7	2.1	796.4	0.7
April	26,868.4	26,269.9	19,914.1	75.8	4,088.2	2,267.5	25,958.6	16,796.0	14.8	2,294.4	2.0	817.7	0.7
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	15.5	3,069.5	2.7	840.8	0.7
June	25,870.5	25,393.4	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	15.6	3,354.0	2.9	1,031.2	0.9
July	26,198.8	27,363.3	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	14.3	3,148.3	2.7	952.6	0.8
August	24,306.8	26,576.5	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	12.1	2,560.4	2.2	857.9	0.7
September	26,148.4	28,181.1	24,283.2	86.2	1,281.4	2,616.5	27,972.0	11,873.0	10.0	1,993.6	1.7	681.6	0.6
FY 1986	300,930.0	298,849.2	244,047.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---	---	---	---
October	27,951.7	28,216.5	24,537.2	87.0	1,125.2	2,554.1	27,961.5	11,496.9	9.6	1,890.7	1.6	549.3	0.5
November	22,693.3	22,812.7	19,901.7	87.2	780.8	2,129.9	22,535.9	11,311.4	9.3	1,876.2	1.6	600.3	0.5

NOTE: Some data for November 1985 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, NOVEMBER 1985 - NOVEMBER 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media — Total — Number	Total — Percent of Total Claims Received	HCFA-1500s — Assigned — Percent of Ass'd 1500s Received	HCFA-1500s — Unassigned — Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
1985								
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5	3.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4
1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8	3.4
October	68.1	100.9	7,951,303	28.4	35.3	13.8	0.9	3.7
November	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2	3.6

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, NOVEMBER 1985 - NOVEMBER 1986

	Total Inquiries Processed				Beneficiary Inquiries Processed				Provider Inquiries Processed			
Month	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1985												
Nov	1,473,584	1,062,863	32,223	378,498	1,065,968	841,645	31,503	192,820	407,616	221,218	720	185,678
Dec	1,505,761	1,087,690	34,178	383,893	1,094,795	867,836	33,425	193,534	410,966	219,854	753	190,359
1986												
Jan	1,793,216	1,343,340	40,032	409,844	1,327,233	1,076,469	39,210	211,554	465,983	266,871	822	198,290
Feb	1,613,100	1,206,595	34,245	372,260	1,184,449	964,831	33,066	186,552	428,651	241,764	1,179	185,708
Mar	1,661,111	1,238,414	39,046	383,651	1,213,913	987,965	38,019	187,929	447,198	250,449	1,027	195,722
Apr	1,803,806	1,348,995	43,859	410,952	1,286,715	1,051,218	41,551	193,946	517,091	297,777	2,308	217,006
May	1,685,756	1,255,594	40,690	389,472	1,208,871	985,417	39,581	183,873	476,885	270,177	1,109	205,599
Jun	1,750,066	1,293,433	40,751	415,882	1,254,634	1,027,361	39,775	187,498	495,432	266,072	976	228,384
Jul	1,790,766	1,311,389	40,501	438,876	1,279,909	1,036,214	39,317	204,378	510,857	275,175	1,184	234,498
Aug	1,712,327	1,255,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,969	266,405	1,080	227,484
Sep	1,833,595	1,352,557	40,459	440,080	1,324,646	1,076,456	39,800	208,390	508,949	276,101	1,158	231,690
FY 1986	20,440,739	15,047,564	467,459	4,925,716	14,766,424	11,921,907	454,421	2,390,096	5,674,315	3,125,657	13,038	2,535,620
Oct	1,907,156	1,436,632	49,991	420,533	1,389,318	1,138,236	46,586	204,496	517,838	298,396	3,405	216,037
Nov	1,516,556	1,112,033	36,613	367,190	1,087,862	877,739	35,378	174,745	428,694	234,294	1,235	193,165

TABLE D: RATIO OF TOTAL BENEFICIARY AND PROVIDER INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED
NOVEMBER 1985 - NOVEMBER 1986

Month	Ratio of Total Inquiries Processed To 1,000 Claims Received				Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received				Ratio of Provider Inquiries Processed To 1,000 Claims Received			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1985												
Nov	66	48	1	17	48	38	1	9	18	10	0	8
Dec	63	45	1	16	46	36	1	8	17	9	0	8
1986												
Jan	69	52	2	16	51	42	2	8	18	10	0	8
Feb	71	53	2	16	52	42	1	8	19	11	0	8
Mar	67	50	2	15	49	40	2	8	18	10	0	8
Apr	67	50	2	15	48	39	2	7	19	11	0	8
May	66	49	2	15	47	38	2	7	19	11	0	8
Jun	68	50	2	16	48	40	2	7	19	10	0	9
Jul	68	50	2	17	49	40	2	8	19	11	0	9
Aug	70	52	2	17	50	41	2	8	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	68	50	2	16	49	40	2	8	19	10	0	8
Oct	68	51	2	15	50	41	2	7	19	11	0	8
Nov	67	49	2	16	48	39	2	8	19	10	0	9

Note: Rows may not add due to rounding
* Less than one per thousand

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

NOVEMBER 1985 - NOVEMBER 1986

Month	Number Transferred	Transferred Via Electronic Media	
		Number	Total Percent Transferred
1985			
November	2,266,280	1,483,559	65.5
December	2,230,995	1,541,275	69.1
1986			
January	2,425,398	1,698,488	70.0
February	2,060,571	1,501,186	72.9
March	2,353,490	1,670,428	71.0
April	2,825,475	2,070,005	73.3
May	2,666,061	1,949,959	73.1
June	2,681,258	1,976,098	73.7
July	2,832,401	2,099,087	74.1
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: NOVEMBER, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
TOTAL	22,693,349	22,812,699	19,901,964	780,821	2,129,914	22,535,912	11,311,379	9.3	1.6	0.5
BOSTON REGION	1,209,875	1,260,940	1,131,055	37,964	91,921	1,236,386	676,655	8.6	1.6	0.8
CONNECTICUT GENERAL	33,831	141,841	125,994	4,232	11,615	141,702	11,241	0.6	0.4	0.1
MASSACHUSETTS B/S										
MASSACHUSETTS	738,827	692,173	629,386	14,799	47,988	675,065	410,090	10.6	1.8	1.0
TRI-STATE	302,237	272,248	235,301	15,115	21,832	265,364	172,403	12.5	2.6	1.4
MAINE	140,321	114,415	98,994	5,439	9,982	111,035	92,232	15.3	2.6	1.4
NEW HAMPSHIRE	100,908	98,474	84,572	5,904	7,998	96,252	53,577	11.0	2.7	1.6
VERMONT	61,008	59,359	51,735	3,772	3,852	58,077	26,594	9.3	2.2	1.3
RHODE ISLAND B/S	134,980	154,678	140,374	3,818	10,486	154,255	82,921	9.8	1.4	0.7
NEW YORK REGION	3,119,498	3,013,913	2,582,108	79,406	352,399	2,980,944	2,809,159	17.7	5.4	1.5
NEW JERSEY-PRUDENTIAL	751,143	830,430	712,573	21,988	95,869	827,166	427,254	9.7	0.8	0.4
N.Y.-BINGHAMTON B/S	627,708	505,593	424,999	21,336	59,258	493,736	654,229	25.5	8.7	0.4
N.Y.-NEW YORK B/S	1,398,668	1,307,385	1,131,088	20,164	156,133	1,290,159	1,528,499	22.3	7.7	2.3
NEW YORK-GROUP HEALTH	221,658	211,851	177,576	2,966	31,309	211,851	71,772	7.1	0.5	0.1
PUERTO RICO B/S	120,321	158,654	135,872	12,952	9,830	158,032	127,405	14.2	6.2	4.9
PUERTO RICO	120,135	158,450	135,741	12,904	9,805	157,833	127,104	14.2	6.2	4.9
VIRGIN ISLANDS	186	204	131	48	25	199	301	19.8	10.4	6.0
PHILADELPHIA REGION	2,671,987	2,474,452	2,220,959	77,296	176,197	2,471,135	1,506,635	11.1	1.8	0.6
MARYLAND B/S	292,376	323,429	284,718	10,296	28,415	323,394	272,183	18.5	5.2	1.5
PENNSYLVANIA B/S	1,870,825	1,678,675	1,524,399	44,338	109,938	1,676,425	934,762	9.9	1.6	0.6
DELAWARE	134,924	112,562	100,258	1,896	10,408	112,506	35,739	10.8	0.8	0.4
DISTRICT OF COLUMBIA	256,796	227,237	206,067	3,592	17,578	226,826	115,655	9.0	1.2	0.6
PENNSYLVANIA	1,479,105	1,338,876	1,218,074	38,850	81,952	1,337,093	783,368	10.1	1.7	0.6
VIRGINIA-TRAVELERS	342,792	321,956	281,731	15,126	25,099	321,209	230,525	12.4	0.7	0.1
WEST VIRGINIA-NATIONWIDE	165,994	150,392	130,111	7,536	12,745	150,107	69,165	8.3	0.4	0.1
ATLANTA REGION	4,201,180	4,373,556	3,782,396	160,101	431,059	4,323,098	1,880,081	8.3	1.3	0.5
ALABAMA B/S	366,808	378,168	335,956	14,676	27,536	359,793	47,949	2.4	0.1	0.0*
FLORIDA B/S	1,714,181	1,835,590	1,575,433	43,235	216,922	1,812,368	775,479	8.1	1.8	0.8
GEORGIA-PRUDENTIAL	505,056	404,306	350,831	14,831	38,644	403,077	308,696	13.3	0.6	0.2
KENTUCKY B/S	294,442	368,042	311,357	17,042	39,643	365,299	98,692	6.4	0.9	0.3
MISSISSIPPI-TRAVELERS	182,838	199,140	176,383	11,255	11,502	198,572	48,873	4.5	0.3	0.1
NORTH CAROLINA-PRUDENTIAL	537,634	554,026	486,414	24,223	43,389	552,121	325,569	11.4	1.9	1.0
SOUTH CAROLINA B/S (NON-P&E)	198,277	216,624	178,420	15,385	22,819	216,614	123,484	11.6	1.5	0.4
TENNESSEE-EQUITABLE	401,944	417,660	367,602	19,454	30,604	415,254	151,339	7.0	0.6	0.1

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: NOVEMBER, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
CHICAGO REGION	3,977,347	3,878,404	3,324,652	170,118	383,634	3,843,855	1,180,449	5.6	0.4	0.1
ILLINOIS B/S (HCSC)	825,559	776,385	652,164	38,819	85,402	775,872	205,277	4.7	0.1	0.0*
INDIANA B/S	456,347	454,489	381,067	25,858	47,564	425,248	130,678	5.7	0.4	0.1
MICHIGAN B/S	1,064,239	1,046,864	919,001	24,838	103,025	1,046,864	227,530	3.8	0.6	0.2
MINNESOTA B/S	113,461	118,780	94,120	10,302	14,358	118,562	32,898	5.3	0.5	0.1
MINNESOTA-TRAVELERS	124,782	159,192	137,079	5,242	16,871	158,586	35,410	5.0	0.4	0.1
OHIO-NATIONWIDE	970,288	915,545	785,906	41,244	88,395	911,574	380,130	7.8	0.4	0.1
WISCONSIN B/S	422,671	407,149	355,315	23,815	28,019	407,149	168,526	7.7	0.4	0.0*
DALLAS REGION	1,929,935	1,887,681	1,717,883	60,416	109,382	1,873,220	942,743	7.8	0.4	0.1
ARKANSAS B/S	236,886	228,931	200,546	12,017	16,368	228,432	136,772	10.9	0.2	0.0*
LA.-ARK. B/S	316,646	320,853	262,875	14,590	43,388	319,610	176,697	10.9	0.6	0.2
NEW MEXICO-AETNA	90,574	100,808	88,458	4,104	8,246	99,770	63,382	12.5	1.2	0.0*
OKLAHOMA-AETNA	238,052	218,994	190,455	11,963	16,576	215,346	168,708	14.7	0.8	0.2
TEXAS B/S	1,047,777	1,018,095	975,549	17,742	24,804	1,010,062	397,184	7.1	0.3	0.1
KANSAS CITY REGION	1,138,145	1,238,484	1,065,940	67,991	104,553	1,216,823	511,180	8.9	1.6	0.4
IOWA B/S	381,168	454,998	388,200	31,891	34,907	441,372	173,147	8.8	1.5	0.4
IOWA	258,767	309,179	265,223	22,278	21,678	300,334	108,204	8.1	1.2	0.3
NEBRASKA	122,401	145,819	122,977	9,613	13,229	141,038	64,943	10.6	2.1	0.6
KANSAS B/S	179,224	179,750	156,366	8,280	15,104	173,404	44,811	4.5	0.4	0.1
MISSOURI B/S	169,836	175,732	153,728	7,416	14,588	174,785	62,917	6.9	1.0	0.3
MISSOURI-GENERAL AMERICAN	407,917	428,004	367,646	20,404	39,954	427,262	230,305	12.2	2.5	0.6
DENVER REGION	505,448	516,406	440,128	26,846	49,432	513,389	241,811	8.9	0.8	0.2
COLORADO B/S	207,107	234,661	201,280	9,644	23,737	233,888	86,138	7.0	0.7	0.2
MONTANA B/S	62,893	67,768	55,924	4,384	7,460	67,269	36,632	11.4	1.1	0.4
NORTH DAKOTA B/S	121,294	112,475	97,082	6,772	8,621	111,939	38,894	5.7	0.2	0.0*
NORTH DAKOTA	63,485	59,294	51,452	3,297	4,545	59,041	18,631	5.2	0.1	0.0*
SOUTH DAKOTA	57,809	53,181	45,630	3,475	4,076	52,898	20,263	6.3	0.2	0.0*
UTAH B/S	92,670	81,432	68,892	4,622	7,918	80,296	63,287	15.0	1.7	0.4
WYOMING-EQUITABLE	21,484	20,070	16,950	1,424	1,696	19,997	16,860	17.1	1.2	0.2
SAN FRANCISCO REGION	2,841,903	2,909,964	2,552,771	53,150	304,043	2,829,992	1,158,463	7.5	0.9	0.3
ARIZONA-NEVADA-AETNA	365,313	336,729	284,658	9,124	42,947	332,557	146,377	7.6	0.5	0.2
ARIZONA	298,532	267,249	225,077	7,400	34,772	263,745	120,447	7.7	0.5	0.1
NEVADA	66,781	69,480	59,581	1,724	8,175	68,812	25,930	7.1	0.8	0.3
CALIFORNIA B/S	1,087,809	1,086,281	957,701	23,791	104,789	1,083,814	498,888	8.3	1.2	0.5
CALIF.-OCCIDENTAL (NON-P&E)	1,315,025	1,410,670	1,242,666	18,115	149,889	1,337,564	474,870	6.7	0.6	0.2
HAWAII-AETNA	73,756	76,284	67,746	2,120	6,418	76,057	38,328	9.1	0.7	0.3

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: NOVEMBER, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
SEATTLE REGION	521,948	657,531	574,383	26,161	56,987	647,329	167,340	4.3	0.3	0.1
ALASKA-OREGON-AETNA	239,171	236,768	207,212	10,072	19,484	234,450	92,293	7.5	0.2	0.0*
ALASKA	7,775	7,301	6,097	234	970	7,193	2,600	6.3	0.4	0.1
OREGON	231,396	229,467	201,115	9,838	18,514	227,257	89,693	7.5	0.2	0.0*
IDAHO-EQUITABLE	69,740	62,791	53,677	4,300	4,814	62,613	36,272	10.8	0.2	0.0*
WASHINGTON B/S	213,037	357,972	313,494	11,789	32,689	350,266	38,775	1.7	0.3	0.1
CLALLAM	4,616	5,140	4,531	184	425	4,994	142	0.4	0.0*	0.0*
COWLITZ	5,146	6,080	5,455	243	382	6,025	398	0.9	0.1	0.0*
GRAYS HARBOR	3,917	7,082	6,200	321	561	6,986	403	1.0	0.0*	0.0*
KING	59,182	160,577	141,824	4,647	14,106	157,596	10,281	1.2	0.5	0.1
KITSAP	15,408	18,621	16,069	628	1,924	18,479	1,847	2.1	0.4	0.2
PIERCE	37,395	48,821	42,337	1,332	5,152	47,026	18,316	6.2	0.8	0.4
SKAGIT	11,216	11,931	10,411	553	967	11,673	721	1.1	0.0*	0.0*
SNOHOMISH	12,901	20,065	16,913	979	2,173	19,355	2,103	1.9	0.5	0.1
SPOKANE	51,943	64,465	56,390	2,201	5,874	63,196	3,438	0.7	0.0*	0.0*
WALLA WALLA	3,924	6,104	5,422	239	443	6,005	854	2.6	0.3	0.1
WHATCOM	7,389	9,086	7,942	462	682	8,931	272	0.4	0.0*	0.0*
RRB-TRAVELERS	576,083	601,368	509,689	21,372	70,307	599,741	236,863	7.7	0.2	0.1
AETNA	1,006,866	969,583	838,529	37,383	93,671	958,180	509,088	9.3	0.6	0.1
EQUITABLE	493,168	500,521	438,229	25,178	37,114	497,864	204,471	6.6	0.5	0.1
NATIONWIDE	1,136,282	1,065,937	916,017	48,780	101,140	1,061,681	449,295	7.8	0.4	0.1
PRUDENTIAL	1,793,833	1,788,762	1,549,818	61,042	177,902	1,782,364	1,061,519	11.1	1.1	0.5
TRAVELERS (RRB EXCLUDED)	650,412	680,288	595,193	31,623	53,472	678,367	314,808	8.6	0.5	0.1

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: NOVEMBER, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA — TOTAL — NUMBER	TOTAL — PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S — ASSIGNED — PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S — UNASSIGNED — PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS — PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
TOTAL	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2	3.6
BOSTON REGION	87.3	104.2	224,578	18.6	20.4	6.1	1.9	4.1
CONNECTICUT GENERAL	97.3	419.3	2,165	6.4	4.0	92.0	0.1	2.9
MASSACHUSETTS B/S								
MASSACHUSETTS	94.5	93.7	151,346	20.5	21.7	0.4	2.5	4.6
TRI-STATE	67.0	90.1	26,432	8.7	8.9	8.3	2.5	4.7
MAINE	76.0	81.5	1,926	1.4	1.8	0.0	3.0	5.7
NEW HAMPSHIRE	57.8	97.6	9,123	9.0	10.4	7.2	2.3	4.4
VERMONT	61.3	97.3	15,383	25.2	27.0	22.3	2.2	3.2
RHODE ISLAND B/S	91.2	114.6	44,635	33.1	36.3	0.0	0.3	1.8
NEW YORK REGION	70.8	96.6	797,418	25.6	33.7	5.9	1.1	3.3
NEW JERSEY-PRUDENTIAL	58.8	110.6	131,209	17.5	24.5	7.4	0.4	1.5
N.Y.-BINGHAMTON B/S	74.1	80.5	105,757	16.8	21.5	3.4	2.3	2.7
N.Y.-NEW YORK B/S	73.0	93.5	465,429	33.3	43.1	6.7	1.3	4.7
NEW YORK-GROUP HEALTH	78.9	95.6	93,417	42.1	53.4	0.0*	0.0	0.6
PUERTO RICO B/S	86.9	131.9	1,606	1.3	1.5	0.0	0.4	6.9
PUERTO RICO	86.9	131.9	1,606	1.3	1.5	0.0	0.4	6.9
VIRGIN ISLANDS	66.7	109.7	0	0.0	0.0	0.0	2.5	18.1
PHILADELPHIA REGION	82.6	92.6	759,412	28.4	31.9	11.9	0.1	3.2
MARYLAND B/S	80.5	110.6	97,929	33.5	33.4	33.8	0.0*	1.5
PENNSYLVANIA B/S	87.7	89.7	525,471	28.1	31.8	1.6	0.1	3.5
DELAWARE	90.7	83.4	90,220	66.9	73.6	1.4	0.0*	1.9
DISTRICT OF COLUMBIA	78.6	88.5	98,922	38.5	48.8	0.8	0.2	3.7
PENNSYLVANIA	89.0	90.5	336,329	22.7	25.3	1.9	0.1	3.6
VIRGINIA-TRAVELERS	62.4	93.9	101,574	29.6	34.6	21.4	0.2	3.0
WEST VIRGINIA-NATIONWIDE	71.2	90.6	34,438	20.7	25.2	9.7	0.2	3.4
ATLANTA REGION	66.4	104.1	1,485,058	35.3	43.2	19.8	1.2	5.3
ALABAMA B/S	75.2	103.1	199,702	54.4	55.7	50.7	4.9	2.3
FLORIDA B/S	61.6	107.1	689,210	40.2	51.6	22.0	1.3	6.5
GEORGIA-PRUDENTIAL	77.2	80.1	116,503	23.1	26.7	10.6	0.3	2.4
KENTUCKY B/S	62.8	125.0	81,744	27.8	32.0	20.6	0.7	6.7
MISSISSIPPI-TRAVELERS	69.2	108.9	46,088	25.2	30.8	12.7	0.3	3.3
NORTH CAROLINA-PRUDENTIAL	72.8	103.0	172,780	32.1	41.5	7.1	0.3	9.1
SOUTH CAROLINA B/S (NON-P&E)	57.0	109.3	98,989	49.9	64.6	30.5	0.0*	2.3
TENNESSEE-EQUITABLE	62.9	103.9	80,042	19.9	27.6	6.9	0.6	2.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: NOVEMBER, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
CHICAGO REGION	63.4	97.5	1,375,569	34.6	43.3	19.5	0.9	1.8
ILLINOIS B/S (HCSC)	57.4	94.0	231,279	28.0	36.6	16.4	0.1	1.8
INDIANA B/S	53.3	99.6	119,773	26.2	33.2	18.3	6.4	0.1
MICHIGAN B/S	87.7	98.4	548,810	51.6	56.7	15.1	0.0	1.2
MINNESOTA B/S	34.8	104.7	49,338	43.5	42.4	44.1	0.2	4.2
MINNESOTA-TRAVELERS	42.2	127.6	65,501	52.5	66.1	42.5	0.4	2.9
OHIO-NATIONWIDE	57.3	94.4	262,891	27.1	37.5	13.2	0.4	3.3
WISCONSIN B/S	53.2	96.3	97,977	23.2	21.5	25.1	0.0	0.7
DALLAS REGION	62.4	97.8	424,520	22.0	29.0	10.4	0.8	4.2
ARKANSAS B/S	71.6	96.6	41,239	17.4	20.2	10.4	0.2	3.0
LA.-ARK. B/S	65.2	101.3	74,415	23.5	30.8	9.8	0.4	5.0
NEW MEXICO-AETNA	60.4	111.3	10,084	11.1	16.4	3.1	1.0	2.8
OKLAHOMA-AETNA	49.0	92.0	44,040	18.5	29.1	8.3	1.7	2.2
TEXAS B/S	62.7	97.2	254,742	24.3	31.7	11.9	0.8	4.9
KANSAS CITY REGION	55.5	108.8	366,524	32.2	41.4	20.7	1.7	6.1
IOWA B/S	46.3	119.4	64,765	17.0	24.3	10.7	3.0	3.6
IOWA	49.5	119.5	57,675	22.3	28.0	16.7	2.9	3.1
NEBRASKA	39.7	119.1	7,090	5.8	14.5	0.1	3.3	4.6
KANSAS B/S	66.9	100.3	64,425	35.9	39.1	29.6	3.5	6.4
MISSOURI B/S	71.2	103.5	74,435	43.8	52.4	22.7	0.5	11.6
MISSOURI-GENERAL AMERICAN	52.4	104.9	162,899	39.9	50.8	28.0	0.2	6.3
DENVER REGION	49.4	102.2	85,109	16.8	17.8	15.9	0.6	5.4
COLORADO B/S	56.8	113.3	31,011	15.0	17.1	12.2	0.3	5.2
MONTANA B/S	42.2	107.8	7,851	12.5	8.8	15.2	0.7	10.9
NORTH DAKOTA B/S	36.0	92.7	27,448	22.6	18.8	24.8	0.5	4.2
NORTH DAKOTA	37.7	93.4	22,197	35.0	28.1	39.1	0.4	3.8
SOUTH DAKOTA	34.2	92.0	5,251	9.1	7.5	9.9	0.5	4.7
UTAH B/S	60.9	87.9	16,007	17.3	20.8	11.8	1.4	4.7
WYOMING-EQUITABLE	25.9	93.4	2,792	13.0	35.1	5.3	0.4	0.0
SAN FRANCISCO REGION	71.2	102.4	876,108	30.8	35.7	18.8	2.7	2.7
ARIZONA-NEVADA-AETNA	58.1	92.2	94,909	26.0	32.5	16.9	1.2	2.5
ARIZONA	53.3	89.5	79,469	26.6	33.9	18.4	1.3	2.4
NEVADA	79.8	104.0	15,440	23.1	28.6	1.6	1.0	2.6
CALIFORNIA B/S	69.1	99.9	338,214	31.1	37.2	17.5	0.2	2.5
CALIF.-OCCIDENTAL (NON-P&E)	76.9	107.3	425,855	32.4	36.8	17.6	5.2	2.8
HAWAII-AETNA	67.5	103.4	17,130	23.2	3.3	64.7	0.3	4.2

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: NOVEMBER, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	CLAIMS INVESTIGATION RATE
			TOTAL		HCFA-1500'S			
					ASSIGNED	UNASSIGNED		
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	PERCENT OF ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED	PERCENT OF TOTAL CLAIMS PROCESSED	
SEATTLE REGION	43.8	126.0	96,291	18.4	22.5	15.3	1.6	3.3
ALASKA-OREGON-AETNA	43.2	99.0	41,598	17.4	16.5	18.1	1.0	1.2
ALASKA	63.0	93.9	280	3.6	5.7	0.0	1.5	2.2
OREGON	42.6	99.2	41,318	17.9	17.0	18.5	1.0	1.1
IDAHO-EQUITABLE	27.4	90.0	10,599	15.2	17.1	14.5	0.3	0.6
WASHINGTON B/S	49.8	168.0	44,094	20.7	29.4	12.1	2.2	5.1
CLALLAM	27.7	111.4	319	6.9	24.9	0.0	2.8	15.4
COWLITZ	55.0	118.2	0	0.0	0.0	0.0	0.9	5.3
GRAYS HARBOR	57.1	180.8	0	0.0	0.0	0.0	1.4	2.5
KING	59.3	271.3	21,863	36.9	47.9	20.9	1.9	3.7
KITSAP	34.2	120.9	3,353	21.8	20.6	22.4	0.8	7.0
PIERCE	42.0	130.6	2,712	7.3	7.6	7.0	3.7	6.6
SKAGIT	34.6	106.4	2,008	17.9	18.6	17.5	2.2	2.8
SNOHOMISH	40.8	155.5	560	4.3	8.3	1.6	3.5	7.3
SPOKANE	56.7	124.1	11,205	21.6	34.3	4.9	2.0	3.9
WALLA WALLA	28.8	155.6	1,760	44.9	18.4	55.6	1.6	10.7
WHATCOM	53.9	123.0	314	4.2	7.5	0.5	1.7	17.8
RRB-TRAVELERS	62.7	104.4	10,068	1.7	2.3	0.9	0.3	2.5
AETNA	53.3	96.3	207,761	20.6	24.3	16.4	1.2	2.3
EQUITABLE	56.3	101.5	93,433	18.9	27.0	8.5	0.5	1.9
NATIONWIDE	59.3	93.8	297,329	26.2	35.3	12.8	0.4	3.3
PRUDENTIAL	68.2	99.7	420,492	23.4	30.7	8.0	0.4	4.1
TRAVELERS (RRB EXCLUDED)	60.4	104.6	213,163	32.8	37.6	25.4	0.3	3.1

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,516,556	67	1,112,033	49	36,613	2	367,910	16
BOSTON REGION	72,861	60	55,490	46	1,951	2	15,420	13
CONNECTICUT GENERAL	20,638	610	17,261	510	396	12	2,981	88
MASSACHUSETTS B/S								
MASSACHUSETTS	26,894	36	19,951	27	760	1	6,183	8
TRI-STATE	17,932	59	12,466	41	457	2	5,009	17
MAINE	7,586	54	5,499	39	244	2	1,843	13
NEW HAMPSHIRE	7,508	74	5,058	50	177	2	2,273	23
VERMONT	2,838	47	1,909	31	36	1	893	15
RHODE ISLAND B/S	7,397	55	5,812	43	338	3	1,247	9
NEW YORK REGION	183,337	59	149,069	48	5,864	2	28,404	9
NEW JERSEY-PRUDENTIAL	50,311	67	36,479	49	450	1	13,382	18
N.Y.-BINGHAMTON B/S	24,117	38	20,664	33	426	1	3,027	5
N.Y.-NEW YORK B/S	79,380	57	69,505	50	3,327	2	6,548	5
NEW YORK-GROUP HEALTH	20,683	93	17,182	78	286	1	3,215	15
PUERTO RICO B/S	8,846	74	5,239	44	1,375	11	2,232	19
PUERTO RICO	8,673	72	5,120	43	1,360	11	2,193	18
VIRGIN ISLANDS	173	930	119	640	15	81	39	210
PHILADELPHIA REGION	131,187	49	97,219	36	2,393	1	31,575	12
MARYLAND B/S	28,321	97	17,340	59	722	2	10,259	35
PENNSYLVANIA B/S	79,617	43	61,223	33	1,025	1	17,369	9
DELAWARE	3,764	28	2,743	20	141	1	880	7
DISTRICT OF COLUMBIA	17,656	69	13,706	53	719	3	3,231	13
PENNSYLVANIA	58,197	39	44,774	30	165	0*	13,258	9
VIRGINIA-TRAVELERS	15,590	45	12,381	36	577	2	2,632	8
WEST VIRGINIA-NATIONWIDE	7,659	46	6,275	38	69	0*	1,315	8
ATLANTA REGION	306,709	73	211,291	50	6,210	1	89,208	21
ALABAMA B/S	14,634	40	11,384	31	3,027	8	223	1
FLORIDA B/S	172,540	101	121,085	71	1,578	1	49,877	29
GEORGIA-PRUDENTIAL	20,360	40	14,374	28	122	0*	5,864	12
KENTUCKY B/S	21,951	75	13,512	46	560	2	7,879	27
MISSISSIPPI-TRAVELERS	11,031	60	8,577	47	217	1	2,237	12
NORTH CAROLINA-PRUDENTIAL	20,397	38	11,844	22	562	1	7,991	15
SOUTH CAROLINA B/S (NON-P&E)	18,180	92	13,980	71	96	0*	4,104	21
TENNESSEE-EQUITABLE	27,616	69	16,535	41	48	0*	11,033	27

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	210,327	53	166,903	42	3,930	1	39,494	10
ILLINOIS B/S (HCSC)	51,125	62	41,285	50	384	0*	9,456	11
INDIANA B/S	27,842	61	21,513	47	407	1	5,922	13
MICHIGAN B/S	45,159	42	34,641	33	2,633	2	7,885	7
MINNESOTA B/S	5,200	46	4,249	37	2	0*	949	8
MINNESOTA-TRAVELERS	10,296	83	9,660	77	241	2	395	3
OHIO-NATIONWIDE	49,420	51	39,570	41	162	0*	9,688	10
WISCONSIN B/S	21,285	50	15,985	38	101	0*	5,199	12
DALLAS REGION	177,262	92	114,928	60	1,400	1	60,934	32
ARKANSAS B/S	10,956	46	8,229	35	318	1	2,409	10
LA.-ARK. B/S	18,625	59	11,956	38	259	1	6,410	20
NEW MEXICO-AETNA	9,384	104	7,094	78	236	3	2,054	23
OKLAHOMA-AETNA	18,381	77	12,843	54	430	2	5,108	21
TEXAS B/S	119,916	114	74,806	71	157	0*	44,953	43
KANSAS CITY REGION	85,773	75	61,171	54	1,020	1	23,582	21
IOWA B/S	34,183	90	22,247	58	53	0*	11,883	31
IOWA	20,684	80	12,874	50	47	0*	7,763	30
NEBRASKA	13,499	110	9,373	77	6	0*	4,120	34
KANSAS B/S	12,935	72	7,215	40	260	1	5,460	30
MISSOURI B/S	14,500	85	11,495	68	413	2	2,592	15
MISSOURI-GENERAL AMERICAN	24,155	59	20,214	50	294	1	3,647	9
DENVER REGION	46,761	93	36,580	72	1,811	4	8,370	17
COLORADO B/S	22,050	106	16,738	81	588	3	4,724	23
MONTANA B/S	3,775	60	2,055	33	84	1	1,636	26
NORTH DAKOTA B/S	7,761	64	6,403	53	339	3	1,019	8
NORTH DAKOTA	3,845	61	2,929	46	339	5	577	9
SOUTH DAKOTA	3,916	68	3,474	60	0	0	442	8
UTAH B/S	11,176	121	9,591	103	643	7	942	10
WYOMING-EQUITABLE	1,999	93	1,793	83	157	7	49	2
SAN FRANCISCO REGION	174,169	61	119,767	42	1,653	1	52,749	19
ARIZONA-NEVADA-AETNA	27,642	76	23,192	63	921	3	3,529	10
ARIZONA	23,849	80	20,153	68	921	3	2,775	9
NEVADA	3,793	57	3,039	46	0	0	754	11
CALIFORNIA B/S	48,101	44	35,963	33	227	0*	11,911	11
CALIF.-OCCIDENTAL (NON-P&E)	93,927	71	56,874	43	253	0*	36,800	28
HAWAII-AETNA	4,499	61	3,738	51	252	3	509	7

* LESS THAN ONE PER THOUSAND

TABLE 3 : TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	77,223	148	59,520	114	10,277	20	7,426	14
ALASKA-OREGON-AETNA	19,989	84	18,135	76	305	1	1,549	6
ALASKA	922	119	700	90	0	0	222	29
OREGON	19,067	82	17,435	75	305	1	1,327	6
IDAHO-EQUITABLE	6,842	98	6,026	86	233	3	583	8
WASHINGTON B/S	50,392	237	35,359	166	9,739	46	5,294	25
CLALLAM	1,140	247	811	176	273	59	56	12
COWLITZ	608	118	381	74	221	43	6	1
GRAYS HARBOR	791	202	343	88	406	104	42	11
KING	21,817	369	14,587	246	2,898	49	4,332	73
KITSAP	4,348	282	2,621	170	1,514	98	213	14
PIERCE	4,976	133	4,105	110	829	22	42	1
SKAGIT	1,816	162	1,002	89	674	60	140	12
SNOHOMISH	2,794	217	2,013	156	512	40	269	21
SPOKANE	9,759	188	7,904	152	1,750	34	105	2
WALLA WALLA	843	215	498	127	290	74	55	14
WHATCOM	1,500	203	1,094	148	372	50	34	5
RRB-TRAVELERS	50,947	88	40,095	70	104	0*	10,748	19
AETNA	79,895	79	65,002	65	2,144	2	12,749	13
EQUITABLE	36,457	74	24,354	49	438	1	11,665	24
NATIONWIDE	57,079	50	45,845	40	231	0*	11,003	10
PRUDENTIAL	91,068	51	62,697	35	1,134	1	27,237	15
TRAVELERS (RRB EXCLUDED)	36,917	57	30,618	47	1,035	2	5,264	8

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,087,862	48	877,739	39	35,378	2	174,745	8
BOSTON REGION	49,498	41	42,169	35	1,948	2	5,381	4
CONNECTICUT GENERAL	17,935	530	16,121	477	396	12	1,418	42
MASSACHUSETTS B/S								
MASSACHUSETTS	17,154	23	14,595	20	760	1	1,799	2
TRI-STATE	9,521	32	6,923	23	457	2	2,141	7
MAINE	3,267	23	2,226	16	244	2	797	6
NEW HAMPSHIRE	4,610	46	3,502	35	177	2	931	9
VERMONT	1,644	27	1,195	20	36	1	413	7
RHODE ISLAND B/S	4,888	36	4,530	34	335	2	23	0*
NEW YORK REGION	145,910	47	122,520	39	5,629	2	17,761	6
NEW JERSEY-PRUDENTIAL	40,623	54	30,539	41	450	1	9,634	13
N.Y.-BINGHAMTON B/S	18,621	30	16,117	26	426	1	2,078	3
N.Y.-NEW YORK B/S	62,372	45	56,567	40	3,325	2	2,480	2
NEW YORK-GROUP HEALTH	17,137	77	14,552	66	278	1	2,307	10
PUERTO RICO B/S	7,157	59	4,745	39	1,150	10	1,262	10
PUERTO RICO	7,096	59	4,708	39	1,145	10	1,243	10
VIRGIN ISLANDS	61	328	37	199	5	27	19	102
PHILADELPHIA REGION	92,533	35	81,559	31	2,356	1	8,618	3
MARYLAND B/S	17,473	60	14,948	51	722	2	1,803	6
PENNSYLVANIA B/S	55,103	29	50,905	27	1,021	1	3,177	2
DELAWARE	2,790	21	2,462	18	141	1	187	1
DISTRICT OF COLUMBIA	12,027	47	10,733	42	719	3	575	2
PENNSYLVANIA	40,286	27	37,710	25	161	0*	2,415	2
VIRGINIA-TRAVELERS	13,687	40	10,741	31	564	2	2,382	7
WEST VIRGINIA-NATIONWIDE	6,270	38	4,965	30	49	0*	1,256	8
ATLANTA REGION	219,238	52	176,898	42	5,802	1	36,538	9
ALABAMA B/S	9,210	25	6,355	17	2,637	7	218	1
FLORIDA B/S	130,460	76	109,130	64	1,578	1	19,752	12
GEORGIA-PRUDENTIAL	13,224	26	11,105	22	119	0*	2,000	4
KENTUCKY B/S	13,817	47	10,248	35	549	2	3,020	10
MISSISSIPPI-TRAVELERS	8,903	49	6,743	37	213	1	1,947	11
NORTH CAROLINA-PRUDENTIAL	13,316	25	9,115	17	562	1	3,639	7
SOUTH CAROLINA B/S (NON-P&E)	12,802	65	11,521	58	96	0*	1,185	6
TENNESSEE-EQUITABLE	17,506	44	12,681	32	48	0*	4,777	12

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	162,063	41	128,865	32	3,874	1	29,324	7
ILLINOIS B/S (HCSC)	43,765	53	35,535	43	382	0*	7,848	10
INDIANA B/S	18,898	41	15,265	33	407	1	3,226	7
MICHIGAN B/S	29,742	28	20,972	20	2,633	2	6,137	6
MINNESOTA B/S	3,268	29	2,772	24	2	0*	494	4
MINNESOTA-TRAVELERS	8,574	69	8,001	64	241	2	332	3
OHIO-NATIONWIDE	43,152	44	33,981	35	109	0*	9,062	9
WISCONSIN B/S	14,664	35	12,339	29	100	0*	2,225	5
DALLAS REGION	107,852	56	80,939	42	1,351	1	25,562	13
ARKANSAS B/S	7,838	33	6,841	29	302	1	695	3
LA.-ARK. B/S	12,430	39	9,607	30	259	1	2,564	8
NEW MEXICO-AETNA	7,027	78	5,344	59	229	3	1,454	16
OKLAHOMA-AETNA	14,710	62	10,523	44	420	2	3,767	16
TEXAS B/S	65,847	63	48,624	46	141	0*	17,082	16
KANSAS CITY REGION	62,860	55	52,277	46	1,014	1	9,569	8
IOWA B/S	22,786	60	17,917	47	47	0*	4,822	13
IOWA	13,073	51	10,275	40	43	0*	2,755	11
NEBRASKA	9,713	79	7,642	62	4	0*	2,067	17
KANSAS B/S	7,182	40	5,961	33	260	1	961	5
MISSOURI B/S	11,366	67	9,669	57	413	2	1,284	8
MISSOURI-GENERAL AMERICAN	21,526	53	18,730	46	294	1	2,502	6
DENVER REGION	31,243	62	24,994	49	1,809	4	4,440	9
COLORADO B/S	14,897	72	11,812	57	588	3	2,497	12
MONTANA B/S	2,731	43	1,527	24	82	1	1,122	18
NORTH DAKOTA B/S	5,226	43	4,437	37	339	3	450	4
NORTH DAKOTA	2,546	40	1,983	31	339	5	224	4
SOUTH DAKOTA	2,680	46	2,454	42	0	0	226	4
UTAH B/S	7,164	77	6,171	67	643	7	350	4
WYOMING-EQUITABLE	1,225	57	1,047	49	157	7	21	1
SAN FRANCISCO REGION	124,478	44	95,356	34	1,510	1	27,612	10
ARIZONA-NEVADA-AETNA	22,666	62	19,436	53	815	2	2,415	7
ARIZONA	19,739	66	16,760	56	815	3	2,164	7
NEVADA	2,927	44	2,676	40	0	0	251	4
CALIFORNIA B/S	33,232	31	29,130	27	226	0*	3,876	4
CALIF.-OCCIDENTAL (NON-P&E)	65,494	50	44,188	34	219	0*	21,087	16
HAWAII-AETNA	3,086	42	2,602	35	250	3	234	3

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	59,375	114	44,170	85	9,981	19	5,224	10
ALASKA-OREGON-AETNA	13,780	58	12,459	52	213	1	1,108	5
ALASKA	539	69	398	51	0	0	141	18
OREGON	13,241	57	12,061	52	213	1	967	4
IDAHO-EQUITABLE	4,673	67	3,951	57	233	3	489	7
WASHINGTON B/S	40,922	192	27,760	130	9,535	45	3,627	17
CLALLAM	868	188	595	129	257	56	16	3
COWLITZ	605	118	380	74	221	43	4	1
GRAYS HARBOR	686	175	246	63	406	104	34	9
KING	18,765	317	13,103	221	2,825	48	2,837	48
KITSAP	3,367	219	1,657	108	1,505	98	205	13
PIERCE	4,103	110	3,239	87	829	22	35	1
SKAGIT	1,269	113	521	46	672	60	76	7
SNOHOMISH	2,167	168	1,398	108	512	40	257	20
SPOKANE	7,479	144	5,659	109	1,718	33	102	2
WALLA WALLA	594	151	341	87	218	56	35	9
WHATCOM	1,019	138	621	84	372	50	26	4
RRB-TRAVELERS	32,812	57	27,992	49	104	0*	4,716	8
AETNA	61,269	61	50,364	50	1,927	2	8,978	9
EQUITABLE	23,404	47	17,679	36	438	1	5,287	11
NATIONWIDE	49,422	43	38,946	34	158	0*	10,318	9
PRUDENTIAL	67,163	37	50,759	28	1,131	1	15,273	9
TRAVELERS (RRB EXCLUDED)	31,164	48	25,485	39	1,018	2	4,661	7

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TABLE 5 : NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	428,694	19	234,294	10	1,235	0*	193,165	9
BOSTON REGION	23,363	19	13,321	11	3	0*	10,039	8
CONNECTICUT GENERAL	2,703	80	1,140	34	0	0	1,563	46
MASSACHUSETTS B/S								
MASSACHUSETTS	9,740	13	5,356	7	0	0	4,384	6
TRI-STATE	8,411	28	5,543	18	0	0	2,868	9
MAINE	4,319	31	3,273	23	0	0	1,046	7
NEW HAMPSHIRE	2,898	29	1,556	15	0	0	1,342	13
VERMONT	1,194	20	714	12	0	0	480	8
RHODE ISLAND B/S	2,509	19	1,282	9	3	0*	1,224	9
NEW YORK REGION	37,427	12	26,549	9	235	0*	10,643	3
NEW JERSEY-PRUDENTIAL	9,688	13	5,940	8	0	0	3,748	5
N.Y.-BINGHAMTON B/S	5,496	9	4,547	7	0	0	949	2
N.Y.-NEW YORK B/S	17,008	12	12,938	9	2	0*	4,068	3
NEW YORK-GROUP HEALTH	3,546	16	2,630	12	8	0*	908	4
PUERTO RICO B/S	1,689	14	494	4	225	2	970	8
PUERTO RICO	1,577	13	412	3	215	2	950	8
VIRGIN ISLANDS	112	602	82	441	10	54	20	108
PHILADELPHIA REGION	38,654	14	15,660	6	37	0*	22,957	9
MARYLAND B/S	10,848	37	2,392	8	0	0	8,456	29
PENNSYLVANIA B/S	24,514	13	10,318	6	4	0*	14,192	8
DELAWARE	974	7	281	2	0	0	693	5
DISTRICT OF COLUMBIA	5,629	22	2,973	12	0	0	2,656	10
PENNSYLVANIA	17,911	12	7,064	5	4	0*	10,843	7
VIRGINIA-TRAVELERS	1,903	6	1,640	5	13	0*	250	1
WEST VIRGINIA-NATIONWIDE	1,389	8	1,310	8	20	0*	59	0*
ATLANTA REGION	87,471	21	34,393	8	408	0*	52,670	13
ALABAMA B/S	5,424	15	5,029	14	390	1	5	0*
FLORIDA B/S	42,080	25	11,955	7	0	0	30,125	18
GEORGIA-PRUDENTIAL	7,136	14	3,269	6	3	0*	3,864	8
KENTUCKY B/S	8,134	28	3,264	11	11	0*	4,859	17
MISSISSIPPI-TRAVELERS	2,128	12	1,834	10	4	0*	290	2
NORTH CAROLINA-PRUDENTIAL	7,081	13	2,729	5	0	0	4,352	8
SOUTH CAROLINA B/S (NON-P&E)	5,378	27	2,459	12	0	0	2,919	15
TENNESSEE-EQUITABLE	10,110	25	3,854	10	0	0	6,256	16

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	48,264	12	38,038	10	56	0*	10,170	3
ILLINOIS B/S (HCSC)	7,360	9	5,750	7	2	0*	1,608	2
INDIANA B/S	8,944	20	6,248	14	0	0	2,696	6
MICHIGAN B/S	15,417	14	13,669	13	0	0	1,748	2
MINNESOTA B/S	1,932	17	1,477	13	0	0	455	4
MINNESOTA-TRAVELERS	1,722	14	1,659	13	0	0	63	1
OHIO-NATIONWIDE	6,268	6	5,589	6	53	0*	626	1
WISCONSIN B/S	6,621	16	3,646	9	1	0*	2,974	7
DALLAS REGION	69,410	36	33,989	18	49	0*	35,372	18
ARKANSAS B/S	3,118	13	1,388	6	16	0*	1,714	7
LA.-ARK. B/S	6,195	20	2,349	7	0	0	3,846	12
NEW MEXICO-AETNA	2,357	26	1,750	19	7	0*	600	7
OKLAHOMA-AETNA	3,671	15	2,320	10	10	0*	1,341	6
TEXAS B/S	54,069	52	26,182	25	16	0*	27,871	27
KANSAS CITY REGION	22,913	20	8,894	8	6	0*	14,013	12
IOWA B/S	11,397	30	4,330	11	6	0*	7,061	19
IOWA	7,611	29	2,599	10	4	0*	5,008	19
NEBRASKA	3,786	31	1,731	14	2	0*	2,053	17
KANSAS B/S	5,753	32	1,254	7	0	0	4,499	25
MISSOURI B/S	3,134	18	1,826	11	0	0	1,308	8
MISSOURI-GENERAL AMERICAN	2,629	6	1,484	4	0	0	1,145	3
DENVER REGION	15,518	31	11,586	23	2	0*	3,930	8
COLORADO B/S	7,153	35	4,926	24	0	0	2,227	11
MONTANA B/S	1,044	17	528	8	2	0*	514	8
NORTH DAKOTA B/S	2,535	21	1,966	16	0	0	569	5
NORTH DAKOTA	1,299	20	946	15	0	0	353	6
SOUTH DAKOTA	1,236	21	1,020	18	0	0	216	4
UTAH B/S	4,012	43	3,420	37	0	0	592	6
WYOMING-EQUITABLE	774	36	746	35	0	0	28	1
SAN FRANCISCO REGION	49,691	17	24,411	9	143	0*	25,137	9
ARIZONA-NEVADA-AETNA	4,976	14	3,756	10	106	0*	1,114	3
ARIZONA	4,110	14	3,393	11	106	0*	611	2
NEVADA	866	13	363	5	0	0	503	8
CALIFORNIA B/S	14,869	14	6,833	6	1	0*	8,035	7
CALIF.-OCCIDENTAL (NON-P&E)	28,433	22	12,686	10	34	0*	15,713	12
HAWAII-AETNA	1,413	19	1,136	15	2	0*	275	4

* LESS THAN ONE PER THOUSAND

TABLE 5 : NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: NOVEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	17,848	34	15,350	29	296	1	2,202	4
ALASKA-OREGON-AETNA	6,209	26	5,676	24	92	0*	441	2
ALASKA	383	49	302	39	0	0	81	10
OREGON	5,826	25	5,374	23	92	0*	360	2
IDAHO-EQUITABLE	2,169	31	2,075	30	0	0	94	1
WASHINGTON B/S	9,470	44	7,599	36	204	1	1,667	8
CLALLAM	272	59	216	47	16	3	40	9
COWLITZ	3	1	1	0*	0	0	2	0*
GRAYS HARBOR	105	27	97	25	0	0	8	2
KING	3,052	52	1,484	25	73	1	1,495	25
KITSAP	981	64	964	63	9	1	8	1
PIERCE	873	23	866	23	0	0	7	0*
SKAGIT	547	49	481	43	2	0*	64	6
SNOHOMISH	627	49	615	48	0	0	12	1
SPOKANE	2,280	44	2,245	43	32	1	3	0*
WALLA WALLA	249	63	157	40	72	18	20	5
WHATCOM	481	65	473	64	0	0	8	1
RRB-TRAVELERS	18,135	31	12,103	21	0	0	6,032	10
AETNA	18,626	18	14,638	15	217	0*	3,771	4
EQUITABLE	13,053	26	6,675	14	0	0	6,378	13
NATIONWIDE	7,657	7	6,899	6	73	0*	685	1
PRUDENTIAL	23,905	13	11,938	7	3	0*	11,964	7
TRAVELERS (RRB EXCLUDED)	5,753	9	5,133	8	17	0*	603	1

* LESS THAN ONE PER THOUSAND
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TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: NOVEMBER, 1986

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
TOTAL	2,312,430	1,805,039	78.1
BOSTON REGION	197,962	176,480	89.1
CONNECTICUT GENERAL	9,045	9,045	100.0
MASSACHUSETTS B/S			
MASSACHUSETTS	126,466	126,466	100.0
TRI-STATE	40,969	40,969	100.0
MAINE	19,981	19,981	100.0
NEW HAMPSHIRE	11,538	11,538	100.0
VERMONT	9,450	9,450	100.0
RHODE ISLAND B/S	21,482	0	0.0
NEW YORK REGION	81,131	81,131	100.0
NEW JERSEY-PRUDENTIAL	81,131	81,131	100.0
N.Y.-BINGHAMTON B/S	0	0	0.0
N.Y.-NEW YORK B/S	0	0	0.0
NEW YORK-GROUP HEALTH	0	0	0.0
PUERTO RICO B/S	0	0	0.0
PUERTO RICO	0	0	0.0
VIRGIN ISLANDS	0	0	0.0
PHILADELPHIA REGION	110,360	110,360	100.0
MARYLAND B/S	42,284	42,284	100.0
PENNSYLVANIA B/S	18,961	18,961	100.0
DELAWARE	0	0	0.0
DISTRICT OF COLUMBIA	18,961	18,961	100.0
PENNSYLVANIA	0	0	0.0
VIRGINIA-TRAVELERS	49,115	49,115	100.0
WEST VIRGINIA-NATIONWIDE	0	0	0.0
ATLANTA REGION	566,429	531,113	93.8
ALABAMA B/S	52,023	52,023	100.0
FLORIDA B/S	136,889	136,889	100.0
GEORGIA-PRUDENTIAL	82,686	82,686	100.0
KENTUCKY B/S	43,773	8,457	19.3
MISSISSIPPI-TRAVELERS	67,148	67,148	100.0
NORTH CAROLINA-PRUDENTIAL	51,065	51,065	100.0
SOUTH CAROLINA B/S (NON-P&E)	59,293	59,293	100.0
TENNESSEE-EQUITABLE	73,552	73,552	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: NOVEMBER, 1986

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	282,709	211,667	74.9
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	39,274	39,274	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	23,085	23,085	100.0
MINNESOTA-TRAVELERS	26,033	26,033	100.0
OHIO-NATIONWIDE	91,755	91,755	100.0
WISCONSIN B/S	102,562	31,520	30.7
DALLAS REGION	352,789	352,789	100.0
ARKANSAS B/S	38,454	38,454	100.0
LA.-ARK. B/S	82,814	82,814	100.0
NEW MEXICO-AETNA	12,967	12,967	100.0
OKLAHOMA-AETNA	51,687	51,687	100.0
TEXAS B/S	166,867	166,867	100.0
KANSAS CITY REGION	96,193	89,287	92.8
IOWA B/S	40,087	40,087	100.0
IOWA	25,493	25,493	100.0
NEBRASKA	14,594	14,594	100.0
KANSAS B/S	6,119	2,366	38.7
MISSOURI B/S	8,944	5,791	64.7
MISSOURI-GENERAL AMERICAN	41,043	41,043	100.0
DENVER REGION	45,205	41,221	91.2
COLORADO B/S	27,097	27,097	100.0
MONTANA B/S	5,551	5,551	100.0
NORTH DAKOTA B/S	8,211	8,211	100.0
NORTH DAKOTA	2,420	2,420	100.0
SOUTH DAKOTA	5,791	5,791	100.0
UTAH B/S	4,346	362	8.3
WYOMING-EQUITABLE	0	0	0.0
SAN FRANCISCO REGION	542,650	173,989	32.1
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	283,991	79,944	28.2
CALIF.-OCCIDENTAL (NON-P&E)	247,881	83,267	33.6
HAWAII-AETNA	10,778	10,778	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: NOVEMBER, 1986

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
SEATTLE REGION	35,510	35,510	100.0
ALASKA-OREGON-AETNA	0	0	0.0
ALASKA	0	0	0.0
OREGON	0	0	0.0
IDAHO-EQUITABLE	6,611	6,611	100.0
WASHINGTON B/S	28,899	28,899	100.0
CLALLAM	329	329	100.0
COWLITZ	480	480	100.0
GRAYS HARBOR	772	772	100.0
KING	12,739	12,739	100.0
KITSAP	905	905	100.0
PIERCE	4,924	4,924	100.0
SKAGIT	709	709	100.0
SNOHOMISH	2,319	2,319	100.0
SPOKANE	4,740	4,740	100.0
WALLA WALLA	352	352	100.0
WHATCOM	630	630	100.0
RRB-TRAVELERS	1,492	1,492	100.0
AETNA	75,432	75,432	100.0
EQUITABLE	80,163	80,163	100.0
NATIONWIDE	91,755	91,755	100.0
PRUDENTIAL	214,882	214,882	100.0
TRAVELERS (RRB EXCLUDED)	142,296	142,296	100.0

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	22,917,326	82.8	97.3	99.1	21,809,879	95.2	85.8
BOSTON REGION	1,160,694	88.2	95.9	98.1	1,103,494	95.1	91.6
MASSACHUSETTS B/S							
MASSACHUSETTS	712,380	88.7	95.8	98.0	673,323	94.5	92.4
TRI-STATE	291,272	87.0	95.4	97.7	276,162	94.8	90.6
MAINE	125,540	83.5	95.0	97.5	118,098	94.1	87.4
NEW HAMPSHIRE	104,496	88.6	95.0	97.5	99,140	94.9	92.3
VERMONT	61,236	91.7	96.9	98.5	58,924	96.2	94.3
RHODE ISLAND B/S	157,042	87.6	97.3	99.4	154,009	98.1	89.3
NEW YORK REGION	3,006,999	55.2	95.0	98.7	2,881,554	95.8	57.1
NEW JERSEY-PRUDENTIAL	887,079	76.9	98.1	99.2	861,329	97.1	78.1
N.Y.-BINGHAMTON B/S	529,165	29.3	97.8	99.5	506,973	95.8	30.4
N.Y.-NEW YORK B/S	1,331,447	44.5	91.1	97.8	1,255,387	94.3	46.9
NEW YORK-GROUP HEALTH	199,256	85.3	98.3	99.6	197,818	99.3	85.6
PUERTO RICO B/S	60,052	100.0	100.0	100.0	60,047	100.0	100.0
PUERTO RICO	60,023	100.0	100.0	100.0	60,018	100.0	100.0
VIRGIN ISLANDS	29	100.0	100.0	100.0	29	100.0	100.0
PHILADELPHIA REGION	2,198,931	76.6	96.7	98.8	2,144,151	97.5	78.3
MARYLAND B/S	325,669	58.9	91.2	97.5	320,607	98.4	59.5
PENNSYLVANIA B/S	1,399,349	82.2	97.3	98.8	1,366,320	97.6	84.1
DELAWARE	67,207	97.0	99.0	99.5	66,212	98.5	98.0
DISTRICT OF COLUMBIA	212,923	92.1	97.9	99.2	207,958	97.7	94.1
PENNSYLVANIA	1,119,219	79.5	97.1	98.6	1,092,150	97.6	81.4
VIRGINIA-TRAVELERS	323,521	62.4	98.6	99.6	313,233	96.8	63.9
WEST VIRGINIA-NATIONWIDE	150,392	92.9	98.7	99.8	143,991	95.7	96.0
ATLANTA REGION	4,728,633	84.4	96.8	98.8	4,449,600	94.1	88.7
ALABAMA B/S	419,322	98.4	99.9	99.9	409,028	97.5	99.1
FLORIDA B/S	1,738,010	79.5	94.3	97.9	1,583,898	91.1	86.9
GEORGIA-PRUDENTIAL	437,670	87.7	98.2	99.0	427,616	97.7	89.5
KENTUCKY B/S	506,597	81.0	98.3	99.6	479,815	94.7	84.7
MISSISSIPPI-TRAVELERS	212,346	95.7	99.2	99.8	205,976	97.0	97.4
NORTH CAROLINA-PRUDENTIAL	640,463	86.8	97.2	99.0	583,903	91.2	90.9
SOUTH CAROLINA B/S (NON-P&E)	260,031	56.3	95.6	98.1	258,478	99.4	56.6
TENNESSEE-EQUITABLE	514,194	96.7	99.4	99.9	500,886	97.4	98.9

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	3,480,567	93.9	99.2	99.8	3,395,784	97.6	95.6
ILLINOIS B/S (HCSC)	253,622	98.2	100.0	100.0	252,607	99.6	98.5
INDIANA B/S	454,488	94.4	98.8	99.8	430,863	94.8	99.2
MICHIGAN B/S	1,144,937	95.8	99.3	99.8	1,138,933	99.5	96.0
MINNESOTA B/S	119,546	92.6	99.1	99.9	116,165	97.2	94.1
MINNESOTA-TRAVELERS	161,157	76.4	99.2	99.8	156,423	97.1	78.3
OHIO-NATIONWIDE	915,545	93.1	98.8	99.7	873,981	95.5	96.2
WISCONSIN B/S	431,272	94.1	99.8	100.0	426,812	99.0	94.5
DALLAS REGION	2,084,302	88.4	98.6	99.7	1,959,952	94.0	92.6
ARKANSAS B/S	254,199	93.0	99.2	99.8	245,070	96.4	95.4
LA.-ARK. B/S	352,156	89.5	97.9	99.4	327,597	93.0	95.3
NEW MEXICO-AETNA	100,808	81.1	98.1	100.0	94,015	93.3	84.7
OKLAHOMA-AETNA	218,994	66.1	98.9	99.8	209,975	95.9	67.5
TEXAS B/S	1,158,145	91.9	98.7	99.7	1,083,295	93.5	96.7
KANSAS CITY REGION	1,182,292	83.2	97.3	99.4	1,120,060	94.7	86.4
IOWA B/S	455,568	79.5	96.8	99.5	435,453	95.6	82.6
IOWA	310,311	80.6	97.2	99.6	298,375	96.2	83.2
NEBRASKA	145,257	77.3	95.9	99.2	137,078	94.4	81.3
KANSAS B/S	179,894	94.2	98.6	99.4	168,064	93.4	96.1
MISSOURI B/S	205,014	82.7	98.2	99.6	196,347	95.8	85.9
MISSOURI-GENERAL AMERICAN	341,816	82.5	96.6	99.2	320,196	93.7	87.0
DENVER REGION	564,815	82.9	97.8	99.4	473,789	83.9	88.4
COLORADO B/S	281,036	75.8	97.0	99.2	253,103	90.1	81.5
MONTANA B/S	67,768	85.4	98.1	99.3	45,553	67.2	94.1
NORTH DAKOTA B/S	110,297	94.6	99.7	100.0	104,064	94.3	96.8
NORTH DAKOTA	57,124	95.4	99.8	100.0	54,337	95.1	97.2
SOUTH DAKOTA	53,173	93.7	99.7	100.0	49,727	93.5	96.3
UTAH B/S	81,432	87.5	97.4	99.6	48,937	60.1	97.8
WYOMING-EQUITABLE	24,282	89.3	99.6	99.8	22,132	91.1	94.7
SAN FRANCISCO REGION	3,233,533	90.4	97.8	99.2	3,046,235	94.2	94.1
ARIZONA-NEVADA-AETNA	336,729	91.7	97.7	99.2	304,771	90.5	95.1
ARIZONA	267,249	92.0	97.7	99.1	240,444	90.0	95.4
NEVADA	69,480	90.8	97.7	99.2	64,327	92.6	93.9
CALIFORNIA B/S	1,224,580	88.8	97.4	98.9	1,123,217	91.7	94.7
CALIF.-OCCIDENTAL (NON-P&E)	1,595,940	91.2	98.1	99.4	1,549,355	97.1	93.3
HAWAII-AETNA	76,284	93.8	97.4	98.9	68,892	90.3	97.3

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	670,396	89.3	99.0	99.8	642,682	95.9	90.8
ALASKA-OREGON-AETNA	236,768	93.0	99.3	99.9	231,112	97.6	94.3
ALASKA	7,301	87.8	97.8	99.6	6,931	94.9	91.1
OREGON	229,467	93.2	99.4	99.9	224,181	97.7	94.4
IDAHO-EQUITABLE	77,437	98.3	99.9	100.0	74,171	95.8	99.6
WASHINGTON B/S	356,191	84.8	98.5	99.6	337,399	94.7	86.4
RR8-TRAVELERS	606,164	88.6	99.1	99.9	592,578	97.8	89.9
AETNA	969,583	85.3	98.4	99.6	908,765	93.7	87.6
EQUITABLE	615,913	96.6	99.5	99.9	597,189	97.0	98.9
NATIONWIDE	1,065,937	93.1	98.8	99.7	1,017,972	95.5	96.2
PRUDENTIAL	1,965,212	82.5	97.8	99.1	1,872,848	95.3	84.7
TRAVELERS (RR8 EXCLUDED)	697,024	75.8	98.9	99.7	675,632	96.9	77.5

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 8 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	15,708,319	84.9	97.6	99.3	15,095,392	96.1	87.3
BOSTON REGION	1,019,479	88.1	96.0	98.2	972,312	95.4	91.3
MASSACHUSETTS B/S							
MASSACHUSETTS	674,032	89.0	96.0	98.1	639,187	94.8	92.5
TRI-STATE	200,844	85.8	95.3	97.6	191,057	95.1	89.2
MAINE	98,676	82.3	94.9	97.4	93,013	94.3	86.1
NEW HAMPSHIRE	63,378	88.5	95.3	97.6	60,757	95.9	91.5
VERMONT	38,790	90.4	96.5	98.3	37,287	96.1	93.3
RHODE ISLAND B/S	144,603	87.1	97.2	99.4	142,068	98.2	88.7
NEW YORK REGION	2,178,828	58.3	95.1	98.7	2,101,432	96.4	60.1
NEW JERSEY-PRUDENTIAL	550,069	71.3	97.8	99.0	537,407	97.7	72.3
N.Y.-BINGHAMTON B/S	405,192	36.4	98.5	99.6	394,803	97.4	37.1
N.Y.-NEW YORK B/S	1,008,363	53.3	91.5	98.0	954,809	94.7	55.9
NEW YORK-GROUP HEALTH	159,150	86.9	98.3	99.6	158,363	99.5	87.2
PUERTO RICO B/S	56,054	100.0	100.0	100.0	56,050	100.0	100.0
PUERTO RICO	56,041	100.0	100.0	100.0	56,037	100.0	100.0
VIRGIN ISLANDS	13	100.0	100.0	100.0	13	100.0	100.0
PHILADELPHIA REGION	1,747,618	83.6	97.3	99.1	1,711,733	97.9	85.1
MARYLAND B/S	260,169	61.9	92.7	98.2	257,041	98.8	62.3
PENNSYLVANIA B/S	1,171,503	89.4	97.9	99.1	1,148,170	98.0	91.1
DELAWARE	55,022	97.3	99.1	99.5	54,426	98.9	98.1
DISTRICT OF COLUMBIA	161,644	94.1	98.2	99.3	158,474	98.0	95.7
PENNSYLVANIA	954,837	88.1	97.8	99.0	935,270	98.0	89.9
VIRGINIA-TRAVELERS	209,154	73.5	99.0	99.7	203,822	97.5	74.8
WEST VIRGINIA-NATIONWIDE	106,792	93.1	98.8	99.8	102,700	96.2	95.9
ATLANTA REGION	3,035,527	87.7	97.6	99.2	2,898,082	95.5	90.9
ALABAMA B/S	315,051	98.5	99.9	100.0	309,650	98.3	99.0
FLORIDA B/S	966,125	86.0	95.5	98.5	898,380	93.0	92.2
GEORGIA-PRUDENTIAL	316,854	86.9	98.4	99.0	310,942	98.1	88.4
KENTUCKY B/S	338,429	79.8	98.6	99.6	323,802	95.7	82.6
MISSISSIPPI-TRAVELERS	147,718	96.7	99.4	99.9	143,868	97.4	98.0
NORTH CAROLINA-PRUDENTIAL	452,197	87.7	97.7	99.3	419,283	92.7	91.0
SOUTH CAROLINA B/S (NON-P&E)	156,913	66.3	96.4	98.7	156,754	99.9	66.4
TENNESSEE-EQUITABLE	342,240	97.1	99.6	99.9	335,403	98.0	98.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	2,381,658	95.0	99.3	99.9	2,343,406	98.4	96.2
ILLINOIS B/S (HCSC)	251,077	98.2	100.0	100.0	250,290	99.7	98.5
INDIANA B/S	247,662	95.9	99.1	99.9	238,534	96.3	99.3
MICHIGAN B/S	995,075	96.0	99.3	99.9	991,518	99.6	96.2
MINNESOTA B/S	42,430	92.0	99.2	99.8	41,220	97.1	93.4
MINNESOTA-TRAVELERS	84,131	83.9	99.2	99.8	81,741	97.2	85.7
OHIO-NATIONWIDE	533,395	93.6	99.1	99.8	513,901	96.3	96.2
WISCONSIN B/S	227,888	93.9	99.8	100.0	226,202	99.3	94.2
DALLAS REGION	1,330,486	91.2	99.0	99.8	1,266,584	95.2	94.4
ARKANSAS B/S	189,679	92.6	99.3	99.8	183,421	96.7	94.8
LA.-ARK. B/S	234,914	91.4	98.6	99.7	224,116	95.4	95.2
NEW MEXICO-AETNA	61,951	78.5	97.7	100.0	57,456	92.7	82.0
OKLAHOMA-AETNA	107,216	79.3	99.1	99.9	103,364	96.4	80.6
TEXAS B/S	736,726	93.6	99.1	99.8	698,227	94.8	97.2
KANSAS CITY REGION	652,312	80.9	97.1	99.4	624,277	95.7	83.4
IOWA B/S	210,904	71.8	96.2	99.5	203,461	96.5	74.0
IOWA	152,490	72.8	96.4	99.5	147,505	96.7	74.8
NEBRASKA	58,414	69.2	95.8	99.3	55,956	95.8	71.9
KANSAS B/S	120,330	94.2	98.6	99.4	114,097	94.8	95.8
MISSOURI B/S	145,330	81.5	98.5	99.6	140,919	97.0	83.6
MISSOURI-GENERAL AMERICAN	175,748	82.0	95.8	99.1	165,800	94.3	86.2
DENVER REGION	288,464	85.8	97.7	99.5	242,922	84.2	91.1
COLORADO B/S	162,190	83.0	97.2	99.3	147,698	91.1	88.0
MONTANA B/S	26,867	85.0	97.5	99.3	18,705	69.6	93.9
NORTH DAKOTA B/S	39,939	93.1	99.8	100.0	38,026	95.2	95.2
NORTH DAKOTA	21,021	94.3	99.8	100.0	20,109	95.7	96.0
SOUTH DAKOTA	18,918	91.7	99.8	100.0	17,917	94.7	94.1
UTAH B/S	51,389	89.1	97.5	99.7	30,968	60.3	98.1
WYOMING-EQUITABLE	8,079	90.2	99.6	99.8	7,525	93.1	94.1
SAN FRANCISCO REGION	2,382,940	91.0	98.1	99.4	2,265,351	95.1	94.0
ARIZONA-NEVADA-AETNA	199,335	91.8	97.8	99.2	183,265	91.9	94.5
ARIZONA	144,268	92.1	97.8	99.1	131,845	91.4	94.8
NEVADA	55,067	91.2	98.0	99.4	51,420	93.4	93.7
CALIFORNIA B/S	845,746	89.4	97.7	99.0	778,950	92.1	94.8
CALIF.-OCCIDENTAL (NON-P&E)	1,285,450	91.8	98.5	99.6	1,255,356	97.7	93.3
HAWAII-AETNA	52,409	94.3	97.9	99.0	47,780	91.2	97.1

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	306,585	88.0	98.9	99.7	292,612	95.4	89.7
ALASKA-OREGON-AETNA	101,399	92.8	99.4	99.9	98,942	97.6	94.1
ALASKA	4,688	89.3	98.1	99.6	4,484	95.6	92.0
OREGON	96,711	93.0	99.4	99.9	94,458	97.7	94.2
IDAHO-EQUITABLE	25,851	97.6	99.9	100.0	24,612	95.2	99.3
WASHINGTON B/S	179,335	83.9	98.4	99.6	169,058	94.3	85.8
RRB-TRAVELERS	384,422	92.9	99.5	99.9	376,681	98.0	93.8
AETNA	522,310	88.1	98.4	99.5	490,807	94.0	90.3
EQUITABLE	376,170	97.0	99.6	99.9	367,540	97.7	98.7
NATIONWIDE	640,187	93.5	99.0	99.8	616,601	96.3	96.2
PRUDENTIAL	1,319,120	80.7	97.9	99.1	1,267,632	96.1	82.4
TRAVELERS (RRB EXCLUDED)	441,003	83.3	99.2	99.8	429,431	97.4	84.6

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	12,115,694	85.1	97.8	99.3	11,679,629	96.4	87.2
BOSTON REGION	852,558	88.2	96.1	98.2	815,237	95.6	91.2
MASSACHUSETTS B/S							
MASSACHUSETTS	555,632	88.9	96.1	98.1	528,287	95.1	92.2
TRI-STATE	176,882	87.2	95.8	97.8	169,225	95.7	90.1
MAINE	87,990	83.8	95.5	97.7	83,469	94.9	87.1
NEW HAMPSHIRE	53,481	89.5	95.4	97.6	51,479	96.3	92.1
VERMONT	35,411	92.5	97.0	98.5	34,277	96.8	94.7
RHODE ISLAND B/S	120,044	86.4	97.0	99.3	117,725	98.1	88.1
NEW YORK REGION	1,638,331	57.6	95.5	98.9	1,584,001	96.7	59.2
NEW JERSEY-PRUDENTIAL	371,098	72.0	98.5	99.2	361,183	97.3	73.2
N.Y.-BINGHAMTON B/S	340,174	38.0	98.8	99.6	332,981	97.9	38.7
N.Y.-NEW YORK B/S	763,634	52.3	91.8	98.3	727,098	95.2	54.7
NEW YORK-GROUP HEALTH	118,470	86.5	98.2	99.7	117,787	99.4	86.8
PUERTO RICO B/S	44,955	100.0	100.0	100.0	44,952	100.0	100.0
PUERTO RICO	44,944	100.0	100.0	100.0	44,941	100.0	100.0
VIRGIN ISLANDS	11	100.0	100.0	100.0	11	100.0	100.0
PHILADELPHIA REGION	1,402,354	83.9	97.4	99.1	1,374,465	98.0	85.3
MARYLAND B/S	215,856	58.8	92.5	98.2	213,504	98.9	59.1
PENNSYLVANIA B/S	906,137	90.7	98.1	99.2	887,453	97.9	92.5
DELAWARE	26,416	96.7	99.0	99.4	25,983	98.4	97.8
DISTRICT OF COLUMBIA	103,529	92.6	98.0	99.1	101,127	97.7	94.5
PENNSYLVANIA	776,192	90.2	98.1	99.2	760,343	98.0	92.0
VIRGINIA-TRAVELERS	188,940	75.3	99.2	99.7	184,839	97.8	76.4
WEST VIRGINIA-NATIONWIDE	91,421	93.8	99.1	99.9	88,669	97.0	96.1
ATLANTA REGION	2,292,142	87.3	97.6	99.1	2,190,073	95.5	90.4
ALABAMA B/S	261,692	98.8	99.9	100.0	257,531	98.4	99.2
FLORIDA B/S	743,409	85.4	95.4	98.4	692,680	93.2	91.3
GEORGIA-PRUDENTIAL	247,604	89.4	98.3	98.9	242,753	98.0	91.1
KENTUCKY B/S	250,499	79.0	98.9	99.7	241,999	96.6	81.2
MISSISSIPPI-TRAVELERS	125,218	96.9	99.5	99.9	122,512	97.8	97.9
NORTH CAROLINA-PRUDENTIAL	272,814	83.4	96.9	99.0	247,206	90.6	87.7
SOUTH CAROLINA B/S (NON-P&E)	138,824	68.0	97.1	99.0	138,697	99.9	68.0
TENNESSEE-EQUITABLE	252,082	97.0	99.6	99.9	246,695	97.9	98.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT IN 27 DAYS	PERCENT IN 60 DAYS	PERCENT IN 90 DAYS	NUMBER	PERCENT OF TOTAL	PERCENT IN 27 DAYS
CHICAGO REGION	1,877,913	95.7	99.5	99.9	1,853,955	98.7	96.6
ILLINOIS B/S (HCSC)	212,173	98.4	100.0	100.0	211,737	99.8	98.5
INDIANA B/S	185,526	96.7	99.4	99.9	180,320	97.2	99.2
MICHIGAN B/S	783,076	97.0	99.6	99.9	779,892	99.6	97.3
MINNESOTA B/S	33,891	93.7	99.4	99.9	33,061	97.6	95.0
MINNESOTA-TRAVELERS	69,394	82.9	99.6	99.9	67,926	97.9	84.1
OHIO-NATIONWIDE	405,462	94.2	99.2	99.9	393,581	97.1	96.3
WISCONSIN B/S	188,391	94.2	99.8	100.0	187,438	99.5	94.4
DALLAS REGION	1,019,781	90.9	99.1	99.8	978,491	96.0	93.7
ARKANSAS B/S	161,718	92.9	99.5	99.8	157,798	97.6	94.5
LA.-ARK. B/S	198,342	91.6	98.8	99.7	189,904	95.7	95.1
NEW MEXICO-AETNA	46,047	74.7	97.5	100.0	43,244	93.9	78.3
OKLAHOMA-AETNA	78,234	75.2	99.2	99.9	75,757	96.8	76.4
TEXAS B/S	535,440	93.7	99.3	99.8	511,788	95.6	96.7
KANSAS CITY REGION	518,035	81.3	97.3	99.4	498,269	96.2	83.5
IOWA B/S	166,560	73.9	96.9	99.6	161,609	97.0	75.8
IOWA	120,772	75.3	97.2	99.7	117,541	97.3	76.9
NEBRASKA	45,788	70.5	96.3	99.4	44,068	96.2	72.9
KANSAS B/S	106,812	94.1	98.5	99.4	101,462	95.0	95.6
MISSOURI B/S	118,050	79.9	98.6	99.6	115,485	97.8	81.5
MISSOURI-GENERAL AMERICAN	126,613	81.4	95.6	99.1	119,713	94.6	85.7
DENVER REGION	206,342	87.0	98.3	99.6	170,868	82.8	92.3
COLORADO B/S	114,775	85.3	98.2	99.6	104,375	90.9	90.2
MONTANA B/S	21,164	85.6	98.6	99.4	14,392	68.0	93.2
NORTH DAKOTA B/S	24,202	92.6	99.7	99.9	22,975	94.9	94.8
NORTH DAKOTA	14,188	93.1	99.7	99.9	13,506	95.2	95.0
SOUTH DAKOTA	10,014	91.8	99.7	100.0	9,469	94.6	94.4
UTAH B/S	40,836	88.5	97.5	99.7	24,244	59.4	97.9
WYOMING-EQUITABLE	5,365	88.9	99.4	99.7	4,882	91.0	94.7
SAN FRANCISCO REGION	1,803,612	91.6	98.4	99.4	1,722,432	95.5	94.3
ARIZONA-NEVADA-AETNA	139,129	91.8	97.9	99.2	127,444	91.6	94.5
ARIZONA	96,226	92.1	97.8	99.0	87,255	90.7	95.0
NEVADA	42,903	91.1	98.2	99.4	40,189	93.7	93.5
CALIFORNIA B/S	662,972	89.9	98.0	99.2	613,875	92.6	94.9
CALIF.-OCCIDENTAL (NON-P&E)	961,737	92.6	98.7	99.7	944,619	98.2	93.8
HAWAII-AETNA	39,774	94.4	97.9	99.1	36,494	91.8	97.1

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	210,412	87.5	98.8	99.7	203,039	96.5	88.6
ALASKA-OREGON-AETNA	68,672	92.3	99.3	99.9	66,770	97.2	93.8
ALASKA	3,984	88.6	98.1	99.6	3,802	95.4	91.5
OREGON	64,688	92.5	99.4	99.9	62,968	97.3	93.9
IDAHO-EQUITABLE	18,861	97.7	99.9	100.0	17,876	94.8	99.2
WASHINGTON B/S	122,879	83.2	98.4	99.6	118,393	96.3	84.0
RRB-TRAVELERS	294,214	93.0	99.6	99.9	288,799	98.2	93.8
AETNA	371,856	86.6	98.4	99.5	349,709	94.0	88.7
EQUITABLE	276,308	96.9	99.6	99.9	269,453	97.5	98.7
NATIONWIDE	496,883	94.1	99.2	99.9	482,250	97.1	96.2
PRUDENTIAL	891,516	80.3	97.9	99.0	851,142	95.5	82.5
TRAVELERS (RRB EXCLUDED)	383,552	83.7	99.4	99.8	375,277	97.8	84.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	3,592,625	84.5	97.1	99.1	3,415,763	95.1	87.5
BOSTON REGION	166,921	87.5	95.5	98.0	157,075	94.1	91.8
MASSACHUSETTS B/S							
MASSACHUSETTS	118,400	89.4	95.6	98.0	110,900	93.7	93.9
TRI-STATE	23,962	75.5	92.1	96.1	21,832	91.1	81.8
MAINE	10,686	70.2	89.9	94.6	9,544	89.3	77.1
NEW HAMPSHIRE	9,897	83.4	94.6	97.4	9,278	93.7	88.2
VERMONT	3,379	68.9	92.0	96.9	3,010	89.1	77.0
RHODE ISLAND B/S	24,559	90.5	98.2	99.6	24,343	99.1	91.3
NEW YORK REGION	540,497	60.6	94.1	98.1	517,431	95.7	62.8
NEW JERSEY-PRUDENTIAL	178,971	69.9	96.4	98.6	176,224	98.5	70.5
N.Y.-BINGHAMTON B/S	65,018	27.6	97.3	99.4	61,822	95.1	28.5
N.Y.-NEW YORK B/S	244,729	56.3	90.6	97.1	227,711	93.0	59.7
NEW YORK-GROUP HEALTH	40,680	88.3	98.7	99.5	40,576	99.7	88.4
PUERTO RICO B/S	11,099	100.0	100.0	100.0	11,098	100.0	100.0
PUERTO RICO	11,097	100.0	100.0	100.0	11,096	100.0	100.0
VIRGIN ISLANDS	2	100.0	100.0	100.0	2	100.0	100.0
PHILADELPHIA REGION	345,264	82.3	96.8	98.7	337,268	97.7	84.0
MARYLAND B/S	44,313	77.0	93.4	98.2	43,537	98.2	78.0
PENNSYLVANIA B/S	265,366	84.8	97.3	98.6	260,717	98.2	86.3
DELAWARE	28,606	97.9	99.2	99.6	28,443	99.4	98.3
DISTRICT OF COLUMBIA	58,115	96.6	98.6	99.6	57,347	98.7	97.7
PENNSYLVANIA	178,645	78.9	96.6	98.2	174,927	97.9	80.6
VIRGINIA-TRAVELERS	20,214	56.4	97.7	99.5	18,983	93.9	58.7
WEST VIRGINIA-NATIONWIDE	15,371	88.6	97.0	99.4	14,031	91.3	95.2
ATLANTA REGION	743,385	89.1	97.7	99.3	708,009	95.2	92.4
ALABAMA B/S	53,359	97.4	99.9	100.0	52,119	97.7	98.1
FLORIDA B/S	222,716	88.0	95.6	98.6	205,700	92.4	95.0
GEORGIA-PRUDENTIAL	69,250	78.0	98.9	99.5	68,189	98.5	79.1
KENTUCKY B/S	87,930	82.2	97.9	99.4	81,803	93.0	86.5
MISSISSIPPI-TRAVELERS	22,500	95.8	98.8	99.9	21,356	94.9	98.8
NORTH CAROLINA-PRUDENTIAL	179,383	94.3	98.9	99.8	172,077	95.9	95.7
SOUTH CAROLINA B/S (NON-P&E)	18,089	53.7	91.2	96.9	18,057	99.8	53.8
TENNESSEE-EQUITABLE	90,158	97.5	99.6	99.9	88,708	98.4	98.9

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	503,745	92.5	98.5	99.8	489,451	97.2	94.6
ILLINOIS B/S (HCSC)	38,904	97.6	100.0	100.0	38,553	99.1	98.4
INDIANA B/S	62,136	93.7	98.1	99.8	58,214	93.7	99.6
MICHIGAN B/S	211,999	92.2	98.2	99.8	211,626	99.8	92.3
MINNESOTA B/S	8,539	84.9	98.2	99.8	8,159	95.5	86.8
MINNESOTA-TRAVELERS	14,737	88.6	97.2	99.5	13,815	93.7	93.7
OHIO-NATIONWIDE	127,933	91.8	98.7	99.8	120,320	94.0	96.1
WISCONSIN B/S	39,497	92.4	99.6	99.9	38,764	98.1	93.5
DALLAS REGION	310,705	92.3	98.4	99.7	288,093	92.7	97.0
ARKANSAS B/S	27,961	90.9	97.9	99.5	25,623	91.6	96.4
LA.-ARK. B/S	36,572	90.5	97.6	99.4	34,212	93.5	95.7
NEW MEXICO-AETNA	15,904	89.4	98.2	100.0	14,212	89.4	93.4
OKLAHOMA-AETNA	28,982	90.2	98.9	99.9	27,607	95.3	92.3
TEXAS B/S	201,286	93.4	98.6	99.7	186,439	92.6	98.3
KANSAS CITY REGION	134,277	79.3	96.0	99.2	126,008	93.8	82.9
IOWA B/S	44,344	63.9	93.6	99.1	41,852	94.4	67.1
IOWA	31,718	63.5	93.4	99.1	29,964	94.5	66.7
NEBRASKA	12,626	64.7	94.1	99.1	11,888	94.2	68.2
KANSAS B/S	13,518	95.8	98.9	99.6	12,635	93.5	97.5
MISSOURI B/S	27,280	88.3	98.1	99.5	25,434	93.2	93.3
MISSOURI-GENERAL AMERICAN	49,135	83.6	96.1	99.0	46,087	93.8	87.6
DENVER REGION	82,122	83.1	96.3	99.1	72,054	87.7	88.2
COLORADO B/S	47,415	77.2	95.0	98.7	43,323	91.4	82.8
MONTANA B/S	5,703	82.5	93.5	99.3	4,313	75.6	96.0
NORTH DAKOTA B/S	15,737	93.8	99.9	100.0	15,051	95.6	95.8
NORTH DAKOTA	6,833	96.7	99.9	100.0	6,603	96.6	98.2
SOUTH DAKOTA	8,904	91.6	99.8	100.0	8,448	94.9	93.8
UTAH B/S	10,553	91.2	97.7	99.4	6,724	63.7	98.9
WYOMING-EQUITABLE	2,714	92.7	99.9	100.0	2,643	97.4	93.1
SAN FRANCISCO REGION	579,328	89.2	97.4	99.1	542,919	93.7	93.1
ARIZONA-NEVADA-AETNA	60,206	92.0	97.7	99.3	55,821	92.7	94.4
ARIZONA	48,042	92.2	97.7	99.3	44,590	92.8	94.4
NEVADA	12,164	91.3	97.3	99.2	11,231	92.3	94.7
CALIFORNIA B/S	182,774	87.7	96.8	98.4	165,075	90.3	94.6
CALIF.-OCCIDENTAL (NON-P&E)	323,713	89.4	97.8	99.4	310,737	96.0	92.0
HAWAII-AETNA	12,635	93.9	97.7	98.7	11,286	89.3	97.4

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	96,173	89.2	99.0	99.7	89,573	93.1	92.4
ALASKA-OREGON-AETNA	32,727	93.9	99.6	99.9	32,172	98.3	94.7
ALASKA	704	92.9	97.9	99.7	682	96.9	95.2
OREGON	32,023	93.9	99.6	99.9	31,490	98.3	94.6
IDAHO-EQUITABLE	6,990	97.5	99.9	100.0	6,736	96.4	99.7
WASHINGTON B/S	56,456	85.5	98.6	99.6	50,665	89.7	89.9
RRB-TRAVELERS	90,208	92.4	99.0	99.9	87,882	97.4	93.9
AETNA	150,454	91.9	98.4	99.6	141,098	93.8	94.2
EQUITABLE	99,862	97.4	99.6	99.9	98,087	98.2	98.8
NATIONWIDE	143,304	91.4	98.5	99.8	134,351	93.8	96.0
PRUDENTIAL	427,604	81.4	97.8	99.2	416,490	97.4	82.3
TRAVELERS (RRB EXCLUDED)	57,451	80.1	98.0	99.6	54,154	94.3	83.4

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	1,016,275	73.7	94.8	98.4	930,984	91.6	78.6
BOSTON REGION	32,307	77.1	92.8	96.7	28,439	88.0	84.7
MASSACHUSETTS B/S							
MASSACHUSETTS	21,921	85.3	94.0	97.4	19,576	89.3	91.6
TRI-STATE	8,693	56.8	89.2	94.5	7,245	83.3	67.2
MAINE	4,261	55.5	88.1	93.7	3,513	82.4	65.6
NEW HAMPSHIRE	2,365	60.2	90.1	95.0	1,972	83.4	71.9
VERMONT	2,067	55.7	90.2	95.8	1,760	85.1	65.2
RHODE ISLAND B/S	1,693	76.1	94.9	98.7	1,618	95.6	79.7
NEW YORK REGION	158,874	53.0	93.8	98.2	151,870	95.6	55.0
NEW JERSEY-PRUDENTIAL	44,620	31.3	91.3	98.6	44,069	98.8	31.6
N.Y.-BINGHAMTON B/S	21,799	22.1	94.3	99.2	19,357	88.8	23.4
N.Y.-NEW YORK B/S	68,062	64.3	93.4	97.0	64,084	94.2	67.8
NEW YORK-GROUP HEALTH	17,931	84.6	98.7	99.7	17,899	99.8	84.7
PUERTO RICO B/S	6,462	100.0	100.0	100.0	6,461	100.0	100.0
PUERTO RICO	6,462	100.0	100.0	100.0	6,461	100.0	100.0
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	106,808	63.5	93.9	97.2	102,283	95.8	66.0
MARYLAND B/S	11,934	75.7	91.7	98.3	11,430	95.8	78.5
PENNSYLVANIA B/S	76,604	62.7	93.7	96.5	74,352	97.1	64.6
DELAWARE	2,403	90.4	94.4	97.3	2,347	97.7	92.3
DISTRICT OF COLUMBIA	6,614	91.0	96.6	98.5	6,439	97.4	93.3
PENNSYLVANIA	67,587	59.0	93.3	96.3	65,566	97.0	60.8
VIRGINIA-TRAVELERS	10,865	43.8	96.8	99.3	10,027	92.3	46.4
WEST VIRGINIA-NATIONWIDE	7,405	81.2	95.2	99.0	6,474	87.4	90.9
ATLANTA REGION	187,662	78.5	95.0	98.5	171,855	91.6	84.8
ALABAMA B/S	17,776	94.3	99.9	100.0	17,410	97.9	95.2
FLORIDA B/S	65,999	75.8	90.3	96.8	56,201	85.2	88.8
GEORGIA-PRUDENTIAL	23,110	64.9	99.1	99.7	22,827	98.8	65.6
KENTUCKY B/S	24,207	73.1	95.0	98.7	20,757	85.7	82.5
MISSISSIPPI-TRAVELERS	6,145	90.7	97.4	99.9	5,546	90.3	98.3
NORTH CAROLINA-PRUDENTIAL	17,163	83.1	97.8	99.3	16,212	94.5	85.5
SOUTH CAROLINA B/S (NON-P&E)	10,651	58.0	91.8	98.0	10,636	99.9	58.1
TENNESSEE-EQUITABLE	22,611	96.1	99.5	99.8	22,266	98.5	97.4

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 11. PROCESSING AND PAYMENT TIME DATA FOR DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	153,004	83.2	96.4	99.6	143,903	94.1	87.7
ILLINOIS B/S (HCSC)	10,104	95.2	99.9	100.0	9,839	97.4	97.6
INDIANA B/S	20,890	88.9	96.0	99.6	18,546	88.8	99.3
MICHIGAN B/S	52,646	79.4	94.2	99.6	52,527	99.8	79.6
MINNESOTA B/S	2,226	54.7	97.3	99.6	2,099	94.3	57.6
MINNESOTA-TRAVELERS	5,275	76.2	92.8	98.7	4,473	84.8	88.2
OHIO-NATIONWIDE	48,633	83.4	97.8	99.7	43,675	89.8	91.1
WISCONSIN B/S	13,230	87.3	99.3	99.8	12,744	96.3	89.5
DALLAS REGION	101,743	88.8	97.4	99.4	90,841	89.3	95.6
ARKANSAS B/S	13,231	89.7	98.0	99.1	11,851	89.6	94.8
LA.-ARK. B/S	8,493	76.8	96.0	99.3	7,398	87.1	85.7
NEW MEXICO-AETNA	6,774	84.6	96.7	100.0	5,404	79.8	91.7
OKLAHOMA-AETNA	7,724	87.1	97.8	99.9	7,215	93.4	91.7
TEXAS B/S	65,521	90.9	97.4	99.3	58,973	90.0	97.9
KANSAS CITY REGION	43,816	68.0	92.1	98.4	39,435	90.0	73.9
IOWA B/S	20,107	52.9	88.1	98.2	18,351	91.3	57.2
IOWA	14,225	53.5	87.5	98.2	12,974	91.2	57.8
NEBRASKA	5,882	51.6	89.4	98.2	5,377	91.4	55.8
KANSAS B/S	3,414	95.3	98.5	99.6	3,111	91.1	97.8
MISSOURI B/S	10,566	87.4	96.8	99.3	9,228	87.3	97.2
MISSOURI-GENERAL AMERICAN	9,729	68.4	92.9	97.5	8,745	89.9	75.8
DENVER REGION	28,048	64.5	92.7	97.8	22,638	80.7	70.5
COLORADO B/S	17,992	54.0	91.5	97.0	15,898	88.4	59.8
MONTANA B/S	2,169	65.2	84.2	98.9	1,358	62.6	92.9
NORTH DAKOTA B/S	2,129	88.4	99.8	100.0	1,753	82.3	97.9
NORTH DAKOTA	586	87.7	99.8	100.0	449	76.6	98.4
SOUTH DAKOTA	1,543	88.7	99.7	100.0	1,304	84.5	97.7
UTAH B/S	4,631	87.4	96.3	98.9	2,525	54.5	98.0
WYOMING-EQUITABLE	1,127	90.1	99.7	100.0	1,104	98.0	90.5
SAN FRANCISCO REGION	153,388	77.4	93.9	97.8	136,110	88.7	84.7
ARIZONA-NEVADA-AETNA	13,114	87.3	94.6	98.7	11,479	87.5	93.0
ARIZONA	9,646	87.3	94.3	98.7	8,473	87.8	92.9
NEVADA	3,468	87.1	95.7	99.0	3,006	86.7	93.5
CALIFORNIA B/S	55,521	84.0	94.1	96.7	49,087	88.4	93.1
CALIF.-OCCIDENTAL (NON-P&E)	83,289	71.6	93.7	98.3	74,391	89.3	78.1
HAWAII-AETNA	1,464	67.1	90.0	96.0	1,153	78.8	77.5

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 11.: PROCESSING AND PAYMENT TIME DATA FOR DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	22,853	76.6	98.1	99.3	17,485	76.5	86.6
ALASKA-OREGON-AETNA	7,570	94.3	99.5	99.9	7,331	96.8	96.2
ALASKA	31	64.5	83.9	93.5	25	80.6	80.0
OREGON	7,539	94.4	99.6	99.9	7,306	96.9	96.2
IDAHO-EQUITABLE	2,790	97.3	99.9	100.0	2,681	96.1	99.9
WASHINGTON B/S	12,493	61.3	96.9	98.8	7,473	59.8	72.5
RRB-TRAVELERS	27,772	81.8	97.5	99.7	26,125	94.1	84.9
AETNA	36,646	87.4	96.5	99.3	32,582	88.9	92.7
EQUITABLE	26,528	96.0	99.5	99.9	26,051	98.2	97.4
NATIONWIDE	56,038	83.1	97.4	99.6	50,149	89.5	91.1
PRUDENTIAL	84,893	50.9	94.7	99.0	83,108	97.9	51.5
TRAVELERS (RRB EXCLUDED)	22,285	64.4	96.0	99.3	20,046	90.0	70.1

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT IN 27 DAYS	PERCENT IN 60 DAYS	PERCENT IN 90 DAYS	NUMBER	PERCENT OF TOTAL	PERCENT IN 27 DAYS
TOTAL	2,154,779	89.4	98.2	99.4	2,089,809	97.0	91.1
BOSTON REGION	107,956	91.3	96.6	98.4	103,672	96.0	94.3
MASSACHUSETTS B/S							
MASSACHUSETTS	76,940	91.6	96.4	98.3	73,146	95.1	95.4
TRI-STATE	10,035	86.6	94.2	96.8	9,642	96.1	89.2
MAINE	3,872	76.3	89.5	94.1	3,676	94.9	79.7
NEW HAMPSHIRE	5,756	92.9	97.1	98.5	5,571	96.8	95.0
VERMONT	407	94.1	97.8	99.5	395	97.1	96.7
RHODE ISLAND B/S	20,981	92.5	98.8	99.7	20,884	99.5	92.9
NEW YORK REGION	332,070	62.7	94.1	98.1	319,410	96.2	64.6
NEW JERSEY-PRUDENTIAL	124,404	82.8	97.9	98.6	122,329	98.3	83.7
N.Y.-BINGHAMTON B/S	37,454	29.7	99.1	99.6	36,998	98.8	30.0
N.Y.-NEW YORK B/S	146,068	49.0	88.8	97.1	135,999	93.1	51.9
NEW YORK-GROUP HEALTH	20,986	91.4	98.9	99.4	20,926	99.7	91.6
PUERTO RICO B/S	3,158	100.0	100.0	100.0	3,158	100.0	100.0
PUERTO RICO	3,156	100.0	100.0	100.0	3,156	100.0	100.0
VIRGIN ISLANDS	2	100.0	100.0	100.0	2	100.0	100.0
PHILADELPHIA REGION	192,473	92.7	98.6	99.6	190,400	98.9	93.5
MARYLAND B/S	22,723	81.3	95.7	99.1	22,618	99.5	81.5
PENNSYLVANIA B/S	160,996	94.4	98.9	99.6	159,183	98.9	95.3
DELAWARE	25,296	98.7	99.7	99.8	25,207	99.6	98.9
DISTRICT OF COLUMBIA	49,533	97.6	98.9	99.7	49,004	98.9	98.5
PENNSYLVANIA	86,167	91.2	98.8	99.5	84,972	98.6	92.5
VIRGINIA-TRAVELERS	5,460	87.8	99.7	100.0	5,399	98.9	88.2
WEST VIRGINIA-NATIONWIDE	3,294	96.5	99.5	100.0	3,200	97.1	98.4
ATLANTA REGION	487,751	94.4	99.1	99.8	473,372	97.1	96.1
ALABAMA B/S	30,538	99.2	99.9	100.0	30,271	99.1	99.6
FLORIDA B/S	138,981	95.4	98.5	99.7	134,016	96.4	98.6
GEORGIA-PRUDENTIAL	35,764	86.0	98.6	99.3	35,078	98.1	87.6
KENTUCKY B/S	52,016	85.5	99.2	99.8	50,051	96.2	87.5
MISSISSIPPI-TRAVELERS	14,811	98.1	99.3	99.9	14,351	96.9	99.1
NORTH CAROLINA-PRUDENTIAL	152,497	96.2	99.2	99.8	147,149	96.5	97.2
SOUTH CAROLINA B/S (NON-P&E)	2,638	50.5	99.5	99.7	2,631	99.7	50.6
TENNESSEE-EQUITABLE	60,506	98.5	99.8	100.0	59,825	98.9	99.4

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	264,908	97.4	99.6	99.9	262,419	99.1	98.0
ILLINOIS B/S (HCSC)	28,022	98.4	100.0	100.0	27,940	99.7	98.7
INDIANA B/S	27,581	98.2	99.5	100.0	27,017	98.0	99.9
MICHIGAN B/S	125,201	97.0	99.6	99.9	125,112	99.9	97.0
MINNESOTA B/S	5,617	97.7	99.6	100.0	5,463	97.3	98.3
MINNESOTA-TRAVELERS	8,398	97.1	99.8	100.0	8,309	98.9	97.8
OHIO-NATIONWIDE	52,449	97.1	99.4	99.9	50,970	97.2	98.8
WISCONSIN B/S	17,640	98.4	99.9	100.0	17,608	99.8	98.5
DALLAS REGION	166,313	96.0	99.4	99.9	158,642	95.4	98.7
ARKANSAS B/S	11,199	97.1	99.3	100.0	10,903	97.4	99.2
LA.-ARK. B/S	20,008	96.4	99.1	99.8	19,365	96.8	98.9
NEW MEXICO-AETNA	7,800	95.7	99.7	100.0	7,584	97.2	96.4
OKLAHOMA-AETNA	16,932	96.8	99.7	100.0	16,521	97.6	97.4
TEXAS B/S	110,374	95.7	99.4	99.9	104,269	94.5	99.0
KANSAS CITY REGION	72,716	85.9	98.5	99.6	69,920	96.2	87.8
IOWA B/S	20,517	72.3	98.6	99.8	19,989	97.4	73.9
IOWA	15,149	70.8	98.4	99.8	14,745	97.3	72.4
NEBRASKA	5,368	76.6	99.1	99.9	5,244	97.7	78.3
KANSAS B/S	7,913	96.7	99.1	99.6	7,525	95.1	98.0
MISSOURI B/S	14,947	90.0	99.3	99.8	14,599	97.7	91.8
MISSOURI-GENERAL AMERICAN	29,339	90.3	97.9	99.4	27,807	94.8	92.8
DENVER REGION	48,005	93.4	98.3	99.8	44,453	92.6	96.3
COLORADO B/S	25,721	91.8	97.1	99.7	24,144	93.9	96.3
MONTANA B/S	3,067	95.1	99.5	99.8	2,651	86.4	97.7
NORTH DAKOTA B/S	12,829	94.8	99.9	100.0	12,595	98.2	95.4
NORTH DAKOTA	5,770	97.9	99.9	100.0	5,714	99.0	98.3
SOUTH DAKOTA	7,059	92.2	99.9	100.0	6,881	97.5	93.0
UTAH B/S	4,981	96.9	99.2	99.8	3,695	74.2	99.7
WYOMING-EQUITABLE	1,407	94.5	99.9	99.9	1,368	97.2	94.9
SAN FRANCISCO REGION	364,169	94.2	98.9	99.7	350,331	96.2	96.1
ARIZONA-NEVADA-AETNA	39,649	93.7	98.7	99.6	37,595	94.8	94.7
ARIZONA	32,777	93.5	98.8	99.7	31,032	94.7	94.5
NEVADA	6,872	94.6	98.2	99.4	6,563	95.5	95.7
CALIFORNIA B/S	103,469	90.5	98.3	99.3	95,696	92.5	95.4
CALIF.-OCCIDENTAL (NON-P&E)	210,365	95.9	99.2	99.8	207,264	98.5	96.6
HAWAII-AETNA	10,686	97.9	98.9	99.1	9,776	91.5	99.6

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 [1/]

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT IN 27 DAYS	PERCENT IN 60 DAYS	PERCENT IN 90 DAYS	NUMBER	PERCENT OF TOTAL	PERCENT IN 27 DAYS
SEATTLE REGION	64,317	94.1	99.4	99.9	63,587	98.9	94.5
ALASKA-OREGON-AETNA	22,401	94.9	99.7	99.9	22,202	99.1	95.0
ALASKA	523	96.0	98.5	100.0	512	97.9	97.1
OREGON	21,878	94.8	99.7	99.9	21,690	99.1	95.0
IDAHO-EQUITABLE	3,509	97.7	99.9	100.0	3,381	96.4	99.8
WASHINGTON B/S	38,407	93.4	99.1	99.8	38,004	99.0	93.7
RRB-TRAVELERS	54,101	98.1	99.8	100.0	53,603	99.1	98.5
AETNA	97,468	95.1	99.2	99.7	93,678	96.1	95.9
EQUITABLE	65,422	98.4	99.8	100.0	64,574	98.7	99.3
NATIONWIDE	55,743	97.1	99.4	99.9	54,170	97.2	98.8
PRUDENTIAL	312,665	89.7	98.6	99.3	304,556	97.4	90.7
TRAVELERS (RRB EXCLUDED)	28,669	95.8	99.5	99.9	28,059	97.9	96.6

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	309,516	87.8	97.4	99.2	290,442	93.8	91.6
BOSTON REGION	21,821	85.2	94.6	97.7	20,490	93.9	89.6
MASSACHUSETTS B/S							
MASSACHUSETTS	15,970	84.7	94.6	97.5	14,926	93.5	89.5
TRI-STATE	4,498	87.0	93.4	97.9	4,236	94.2	90.9
MAINE	2,170	87.1	93.6	97.6	1,988	91.6	92.2
NEW HAMPSHIRE	1,481	84.7	92.6	97.8	1,446	97.6	86.6
VERMONT	847	90.8	94.6	98.7	802	94.7	95.4
RHODE ISLAND B/S	1,353	85.4	97.8	99.4	1,328	98.2	87.0
NEW YORK REGION	34,894	79.0	96.4	99.0	33,296	95.4	81.7
NEW JERSEY-PRUDENTIAL	7,678	79.4	99.6	99.8	7,655	99.7	79.6
N.Y.-BINGHAMTON B/S	4,061	41.9	96.6	99.5	3,821	94.1	44.0
N.Y.-NEW YORK B/S	21,216	84.8	95.1	98.7	19,884	93.7	88.8
NEW YORK-GROUP HEALTH	665	76.4	92.9	94.3	662	99.5	76.4
PUERTO RICO B/S	1,274	100.0	100.0	100.0	1,274	100.0	100.0
PUERTO RICO	1,274	100.0	100.0	100.0	1,274	100.0	100.0
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	35,941	88.5	97.8	99.1	34,836	96.9	90.6
MARYLAND B/S	4,693	90.7	95.5	98.1	4,643	98.9	91.5
PENNSYLVANIA B/S	23,821	93.1	98.2	99.1	23,378	98.1	94.7
DELAWARE	770	95.6	98.2	98.7	764	99.2	96.2
DISTRICT OF COLUMBIA	1,371	93.7	98.5	99.5	1,329	96.9	96.5
PENNSYLVANIA	21,680	93.0	98.2	99.1	21,285	98.2	94.6
VIRGINIA-TRAVELERS	2,968	38.5	97.5	99.3	2,661	89.7	38.9
WEST VIRGINIA-NATIONWIDE	4,459	94.9	98.0	99.7	4,154	93.2	99.4
ATLANTA REGION	54,520	85.1	97.4	99.0	50,934	93.4	88.7
ALABAMA B/S	4,676	97.4	99.8	100.0	4,086	87.4	98.8
FLORIDA B/S	11,897	76.8	93.9	97.4	10,798	90.8	84.4
GEORGIA-PRUDENTIAL	9,459	79.0	99.5	99.6	9,387	99.2	79.6
KENTUCKY B/S	11,403	86.7	97.9	99.3	10,703	93.9	90.6
MISSISSIPPI-TRAVELERS	1,253	95.6	99.4	100.0	1,198	95.6	99.1
NORTH CAROLINA-PRUDENTIAL	8,411	91.2	97.7	99.4	7,740	92.0	94.0
SOUTH CAROLINA B/S (NON-P&E)	2,252	75.1	97.6	98.7	2,250	99.9	75.2
TENNESSEE-EQUITABLE	5,169	92.3	97.5	99.5	4,772	92.3	99.0

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 13 : PROCESSING AND PAYMENT TIME DATA FOR AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	51,797	95.2	98.8	99.8	49,878	96.3	97.6
ILLINOIS B/S (HCSC)	93	97.8	100.0	100.0	93	100.0	97.8
INDIANA B/S	8,895	94.3	98.9	99.9	8,416	94.6	99.3
MICHIGAN B/S	15,666	95.4	98.8	99.7	15,557	99.3	95.9
MINNESOTA B/S	631	77.0	89.5	99.4	535	84.8	82.4
MINNESOTA-TRAVELERS	871	96.1	99.1	99.8	853	97.9	97.4
OHIO-NATIONWIDE	21,301	96.3	98.9	99.8	20,258	95.1	99.0
WISCONSIN B/S	4,340	93.5	99.9	100.0	4,166	96.0	95.6
DALLAS REGION	33,091	86.4	97.0	99.5	29,618	89.5	94.2
ARKANSAS B/S	3,036	74.7	92.2	99.8	2,401	79.1	93.6
LA.-ARK. B/S	5,792	88.8	94.4	98.5	5,247	90.6	97.5
NEW MEXICO-AETNA	1,205	78.3	97.6	100.0	1,120	92.9	82.5
OKLAHOMA-AETNA	3,668	72.7	97.9	99.8	3,244	88.4	74.6
TEXAS B/S	19,390	90.6	98.3	99.6	17,606	90.8	97.7
KANSAS CITY REGION	10,499	83.4	95.8	99.3	9,771	93.1	87.7
IOWA B/S	2,940	78.3	96.8	99.7	2,799	95.2	81.8
IOWA	1,765	78.8	96.7	99.7	1,686	95.5	81.9
NEBRASKA	1,175	77.4	96.9	99.7	1,113	94.7	81.6
KANSAS B/S	1,985	95.7	99.3	99.7	1,804	90.9	97.7
MISSOURI B/S	1,377	88.4	95.6	98.9	1,237	89.8	95.2
MISSOURI-GENERAL AMERICAN	4,197	79.6	93.6	99.0	3,931	93.7	84.9
DENVER REGION	4,847	87.4	97.7	99.5	4,063	83.8	95.7
COLORADO B/S	2,989	88.2	97.7	99.7	2,608	87.3	95.2
MONTANA B/S	418	81.1	96.2	97.1	277	66.3	96.8
NORTH DAKOTA B/S	759	93.1	99.6	99.9	687	90.5	97.1
NORTH DAKOTA	468	94.0	99.8	100.0	435	92.9	97.2
SOUTH DAKOTA	291	91.8	99.3	99.7	252	86.6	96.8
UTAH B/S	505	76.4	95.4	99.4	321	63.6	96.3
WYOMING-EQUITABLE	176	94.9	100.0	100.0	170	96.6	95.3
SAN FRANCISCO REGION	48,264	91.1	97.7	99.1	44,184	91.5	96.3
ARIZONA-NEVADA-AETNA	5,000	90.2	96.6	98.3	4,463	89.3	95.1
ARIZONA	3,726	91.6	96.6	98.1	3,314	88.9	95.6
NEVADA	1,274	86.3	96.8	98.6	1,149	90.2	93.6
CALIFORNIA B/S	18,355	87.0	96.7	98.5	15,773	85.9	96.5
CALIF.-OCCIDENTAL (NON-P&E)	24,672	94.5	98.8	99.8	23,805	96.5	96.4
HAWAII-AETNA	237	72.2	92.0	96.6	143	60.3	97.2

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	6,257	86.5	98.8	99.6	5,944	95.0	89.0
ALASKA-OREGON-AETNA	1,537	83.4	98.4	99.8	1,445	94.0	87.5
ALASKA	47	80.9	97.9	100.0	42	89.4	90.5
OREGON	1,490	83.5	98.5	99.8	1,403	94.2	87.4
IDAHO-EQUITABLE	613	96.6	100.0	100.0	597	97.4	98.7
WASHINGTON B/S	4,107	86.1	98.8	99.5	3,902	95.0	88.0
RRB-TRAVELERS	7,585	91.8	98.7	99.7	7,428	97.9	93.0
AETNA	11,647	82.2	97.3	99.1	10,415	89.4	86.3
EQUITABLE	5,958	92.8	97.8	99.6	5,539	93.0	98.8
NATIONWIDE	25,760	96.0	98.7	99.7	24,412	94.8	99.1
PRUDENTIAL	25,548	83.1	98.9	99.6	24,782	97.0	84.1
TRAVELERS (RRB EXCLUDED)	5,092	62.4	98.3	99.5	4,712	92.5	64.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 14 : PROCESSING AND PAYMENT TIME DATA FOR OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	112,055	77.5	95.2	98.3	104,528	93.3	82.0
BOSTON REGION	4,837	83.3	92.1	97.0	4,474	92.5	89.0
MASSACHUSETTS B/S							
MASSACHUSETTS	3,569	87.1	93.2	97.3	3,252	91.1	94.2
TRI-STATE	736	74.2	89.4	93.6	709	96.3	76.4
MAINE	383	76.5	91.1	94.3	367	95.8	79.3
NEW HAMPSHIRE	295	77.3	89.8	93.6	289	98.0	78.5
VERMONT	58	43.1	75.9	89.7	53	91.4	45.3
RHODE ISLAND B/S	532	70.3	88.5	99.4	513	96.4	72.9
NEW YORK REGION	14,659	53.5	92.0	97.3	12,855	87.7	60.0
NEW JERSEY-PRUDENTIAL	2,269	87.1	99.4	99.6	2,171	95.7	87.7
N.Y.-BINGHAMTON B/S	1,704	16.2	97.6	98.7	1,646	96.6	16.6
N.Y.-NEW YORK B/S	9,383	46.1	88.3	96.1	7,744	82.5	55.2
NEW YORK-GROUP HEALTH	1,098	95.7	98.6	99.7	1,089	99.2	96.3
PUERTO RICO B/S	205	100.0	100.0	100.0	205	100.0	100.0
PUERTO RICO	205	100.0	100.0	100.0	205	100.0	100.0
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	10,042	62.1	90.6	96.3	9,749	97.1	63.6
MARYLAND B/S	4,963	47.1	85.1	94.3	4,846	97.6	47.5
PENNSYLVANIA B/S	3,945	76.2	95.4	98.0	3,804	96.4	78.9
DELAWARE	137	90.5	99.3	100.0	125	91.2	97.6
DISTRICT OF COLUMBIA	597	84.3	96.6	99.8	575	96.3	87.1
PENNSYLVANIA	3,211	74.1	95.0	97.6	3,104	96.7	76.7
VIRGINIA-TRAVELERS	921	75.9	97.9	99.2	896	97.3	77.6
WEST VIRGINIA-NATIONWIDE	213	93.0	98.1	100.0	203	95.3	97.5
ATLANTA REGION	13,452	65.6	89.3	96.4	11,848	88.1	73.6
ALABAMA B/S	369	93.5	98.9	100.0	352	95.4	97.7
FLORIDA B/S	5,839	74.1	87.9	97.5	4,685	80.2	91.9
GEORGIA-PRUDENTIAL	917	86.0	98.4	99.1	897	97.8	88.0
KENTUCKY B/S	304	66.8	99.0	99.3	292	96.1	69.5
MISSISSIPPI-TRAVELERS	291	85.9	98.6	100.0	261	89.7	92.7
NORTH CAROLINA-PRUDENTIAL	1,312	44.1	96.0	99.5	976	74.4	51.9
SOUTH CAROLINA B/S (NON-P&E)	2,548	20.1	74.8	87.6	2,540	99.7	20.2
TENNESSEE-EQUITABLE	1,872	97.0	99.6	99.9	1,845	98.6	98.2

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	34,036	91.4	99.2	99.9	33,251	97.7	93.3
ILLINOIS B/S (HCSC)	685	99.0	100.0	100.0	681	99.4	99.6
INDIANA B/S	4,770	88.0	97.9	100.0	4,235	88.8	98.6
MICHIGAN B/S	18,486	93.0	99.4	99.8	18,430	99.7	93.1
MINNESOTA B/S	65	93.8	98.5	98.5	62	95.4	96.8
MINNESOTA-TRAVELERS	193	26.4	97.9	100.0	180	93.3	26.7
OHIO-NATIONWIDE	5,550	97.8	99.6	100.0	5,417	97.6	99.3
WISCONSIN B/S	4,287	82.2	98.8	99.9	4,246	99.0	82.6
DALLAS REGION	9,558	86.2	97.7	99.0	8,992	94.1	90.2
ARKANSAS B/S	495	84.0	97.6	98.4	468	94.5	87.4
LA.-ARK. B/S	2,279	93.6	99.0	99.4	2,202	96.6	96.6
NEW MEXICO-AETNA	125	64.0	93.6	100.0	104	83.2	75.0
OKLAHOMA-AETNA	658	54.3	98.6	99.5	627	95.3	56.5
TEXAS B/S	6,001	87.5	97.3	98.8	5,591	93.2	92.0
KANSAS CITY REGION	7,246	75.2	94.6	98.9	6,882	95.0	78.9
IOWA B/S	780	68.6	93.2	99.4	713	91.4	72.8
IOWA	579	72.2	96.7	99.8	559	96.5	74.8
NEBRASKA	201	58.2	83.1	98.0	154	76.6	65.6
KANSAS B/S	206	70.4	95.1	98.1	195	94.7	72.8
MISSOURI B/S	390	48.7	95.6	97.7	370	94.9	51.4
MISSOURI-GENERAL AMERICAN	5,870	78.1	94.7	99.0	5,604	95.5	81.7
DENVER REGION	1,222	86.5	97.9	99.8	900	73.6	94.0
COLORADO B/S	713	89.6	97.8	99.7	673	94.4	93.9
MONTANA B/S	49	69.4	100.0	100.0	27	55.1	70.4
NORTH DAKOTA B/S	20	75.0	95.0	100.0	16	80.0	93.8
NORTH DAKOTA	9	44.4	88.9	100.0	5	55.6	80.0
SOUTH DAKOTA	11	100.0	100.0	100.0	11	100.0	100.0
UTAH B/S	436	83.7	97.9	99.8	183	42.0	97.8
WYOMING-EQUITABLE	4	100.0	100.0	100.0	1	25.0	100.0
SAN FRANCISCO REGION	13,507	82.5	96.1	98.2	12,294	91.0	88.7
ARIZONA-NEVADA-AETNA	2,443	93.9	98.6	99.5	2,284	93.5	95.8
ARIZONA	1,893	95.7	98.8	99.6	1,771	93.6	97.3
NEVADA	550	87.5	98.0	99.3	513	93.3	90.6
CALIFORNIA B/S	5,429	74.1	94.1	97.1	4,519	83.2	87.1
CALIF.-OCCIDENTAL (NON-P&E)	5,387	85.2	97.0	98.8	5,277	98.0	86.4
HAWAII-AETNA	248	98.0	98.4	99.2	214	86.3	100.0

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	2,746	85.1	98.6	99.5	2,557	93.1	87.5
ALASKA-OREGON-AETNA	1,219	86.5	99.4	99.9	1,194	97.9	87.4
ALASKA	103	91.3	99.0	100.0	103	100.0	91.3
OREGON	1,116	86.0	99.5	99.9	1,091	97.8	87.0
IDAHO-EQUITABLE	78	98.7	100.0	100.0	77	98.7	100.0
WASHINGTON B/S	1,449	83.3	97.8	99.2	1,286	88.8	86.9
RRB-TRAVELERS	750	81.9	99.3	99.7	726	96.8	82.6
AETNA	4,693	85.8	98.7	99.6	4,423	94.2	87.7
EQUITABLE	1,954	97.0	99.6	99.9	1,923	98.4	98.3
NATIONWIDE	5,763	97.6	99.5	100.0	5,620	97.5	99.2
PRUDENTIAL	4,498	74.3	98.2	99.5	4,044	89.9	79.1
TRAVELERS (RRB EXCLUDED)	1,405	71.2	98.1	99.5	1,337	95.2	73.7

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN NOVEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	7,209,007	78.2	96.7	98.9	6,714,487	93.1	82.4
BOSTON REGION	141,215	88.5	94.9	97.4	131,182	92.9	93.4
MASSACHUSETTS B/S							
MASSACHUSETTS	38,378	84.1	92.1	95.8	34,136	89.0	91.0
TRI-STATE	90,428	89.7	95.6	97.8	85,105	94.1	93.9
MAINE	26,864	87.8	95.4	97.8	25,085	93.4	92.4
NEW HAMPSHIRE	41,118	88.7	94.7	97.4	38,383	93.3	93.5
VERMONT	22,446	93.9	97.5	98.6	21,637	96.4	96.2
RHODE ISLAND B/S	12,439	93.1	98.3	99.6	11,941	96.0	97.0
NEW YORK REGION	828,171	46.9	94.6	98.4	780,122	94.2	49.0
NEW JERSEY-PRUDENTIAL	337,010	85.9	98.5	99.4	323,922	96.1	87.7
N.Y.-BINGHAMTON B/S	123,973	6.3	95.5	99.0	112,170	90.5	6.8
N.Y.-NEW YORK B/S	323,084	17.2	89.6	97.0	300,578	93.0	18.5
NEW YORK-GROUP HEALTH	40,106	78.8	98.1	99.5	39,455	98.4	79.0
PUERTO RICO B/S	3,998	100.0	100.0	100.0	3,997	100.0	100.0
PUERTO RICO	3,982	100.0	100.0	100.0	3,981	100.0	100.0
VIRGIN ISLANDS	16	100.0	100.0	100.0	16	100.0	100.0
PHILADELPHIA REGION	451,313	49.5	94.4	97.6	432,418	95.8	51.3
MARYLAND B/S	65,500	47.1	85.4	94.6	63,566	97.0	48.0
PENNSYLVANIA B/S	227,846	45.7	94.4	97.2	218,150	95.7	47.6
DELAWARE	12,185	95.7	98.6	99.6	11,786	96.7	97.5
DISTRICT OF COLUMBIA	51,279	86.1	97.0	98.8	49,484	96.5	89.1
PENNSYLVANIA	164,382	29.4	93.2	96.6	156,880	95.4	30.8
VIRGINIA-TRAVELERS	114,367	42.1	97.8	99.4	109,411	95.7	43.7
WEST VIRGINIA-NATIONWIDE	43,600	92.5	98.6	99.7	41,291	94.7	96.0
ATLANTA REGION	1,693,106	78.5	95.4	98.2	1,551,518	91.6	84.4
ALABAMA B/S	104,271	98.0	99.7	99.9	99,378	95.3	99.2
FLORIDA B/S	771,885	71.3	92.8	97.2	685,518	88.8	80.0
GEORGIA-PRUDENTIAL	120,816	89.8	97.8	98.8	116,674	96.6	92.4
KENTUCKY B/S	168,168	83.5	97.8	99.5	156,013	92.8	89.1
MISSISSIPPI-TRAVELERS	64,628	93.2	98.6	99.6	62,108	96.1	96.1
NORTH CAROLINA-PRUDENTIAL	188,266	84.7	95.9	98.4	164,620	87.4	90.8
SOUTH CAROLINA B/S (NON-P&E)	103,118	41.0	94.3	97.1	101,724	98.6	41.6
TENNESSEE-EQUITABLE	171,954	96.0	99.1	99.9	165,483	96.2	99.2

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in November 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 7A: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1988 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	25,610,286	78.8	96.7	98.8	24,338,599	95.0	81.8
BOSTON REGION	1,386,909	86.1	94.7	97.3	1,306,887	94.2	90.5
MASSACHUSETTS B/S							
MASSACHUSETTS	925,318	86.6	94.5	97.0	869,694	94.0	91.1
TRI-STATE	282,107	86.5	93.9	96.9	264,277	93.7	91.2
MAINE	111,151	86.2	93.8	96.9	103,906	93.5	90.7
NEW HAMPSHIRE	104,185	86.2	93.9	96.7	97,518	93.6	91.2
VERMONT	66,771	87.7	94.2	97.3	62,853	94.1	92.1
RHODE ISLAND B/S	179,484	83.3	97.1	99.0	172,918	96.3	86.4
NEW YORK REGION	3,333,914	49.5	95.3	98.6	3,183,056	95.5	51.4
NEW JERSEY-PRUDENTIAL	1,059,177	61.2	97.5	99.1	1,034,722	97.7	61.8
N.Y.-BINGHAMTON B/S	585,274	22.2	97.2	99.4	555,896	95.0	23.1
N.Y.-NEW YORK B/S	1,447,756	44.7	92.2	97.8	1,352,195	93.4	47.5
NEW YORK-GROUP HEALTH	118,648	87.6	98.8	99.6	115,446	99.0	88.0
PUERTO RICO B/S	125,059	98.2	100.0	100.0	124,797	99.8	98.3
PUERTO RICO	124,925	98.2	100.0	100.0	124,663	99.8	98.3
VIRGIN ISLANDS	134	00.0	100.0	100.0	134	100.0	100.0
PHILADELPHIA REGION	2,786,657	83.5	96.4	98.9	2,727,711	97.9	85.0
MARYLAND B/S	359,211	65.5	83.7	95.4	347,196	96.7	67.0
PENNSYLVANIA B/S	1,916,609	90.1	98.4	99.3	1,887,369	98.5	91.4
DELAWARE	79,994	97.0	99.2	99.5	79,079	98.9	97.8
DISTRICT OF COLUMBIA	260,868	93.0	98.2	99.2	255,866	98.1	94.6
PENNSYLVANIA	1,575,747	89.3	98.4	99.4	1,552,424	98.5	90.5
VIRGINIA-TRAVELERS	432,381	67.5	97.9	99.4	418,699	96.8	69.3
WEST VIRGINIA-NATIONWIDE	78,456	92.1	98.2	99.7	74,447	94.9	95.8
ATLANTA REGION	5,433,667	72.2	95.3	98.1	5,134,818	94.5	75.8
ALABAMA B/S	410,530	98.5	99.8	99.9	400,498	97.6	99.0
FLORIDA B/S	2,499,874	59.5	92.0	96.7	2,282,439	91.3	64.8
GEORGIA-PRUDENTIAL	598,947	88.9	98.9	99.7	589,135	98.4	88.0
KENTUCKY B/S	188,608	66.3	98.3	99.6	179,658	95.3	69.3
MISSISSIPPI-TRAVELERS	283,489	88.9	98.6	99.7	275,170	97.1	88.5
NORTH CAROLINA-PRUDENTIAL	884,858	71.3	96.6	98.9	851,647	98.2	73.2
SOUTH CAROLINA B/S	209,607	77.8	94.8	97.5	209,372	99.9	77.9
TENNESSEE-EQUITABLE	357,758	96.6	99.3	99.8	346,899	97.0	98.7

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 7A: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	3,954,430	93.2	99.1	99.8	3,865,602	97.8	94.9
ILLINOIS B/S (HCSC)	1,009,102	95.8	99.9	100.0	988,314	97.9	97.5
INDIANA B/S	585,482	93.7	97.5	99.3	554,657	94.7	98.5
MICHIGAN B/S	1,250,109	93.3	99.0	99.7	1,243,998	99.5	93.6
MINNESOTA B/S	129,963	92.7	99.1	99.9	126,647	97.4	94.2
MINNESOTA-TRAVELERS	168,610	70.7	98.7	99.6	162,558	96.4	72.8
OHIO-NATIONWIDE	361,421	94.5	98.6	99.8	344,015	95.2	97.6
WISCONSIN B/S	449,743	94.2	99.7	99.9	445,413	99.0	94.5
DALLAS REGION	2,138,355	83.3	97.3	99.0	1,946,879	91.0	89.7
ARKANSAS B/S	314,024	89.4	98.9	99.6	301,431	96.0	92.1
LA.-ARK. B/S	428,280	82.1	97.0	99.1	399,327	93.2	87.6
NEW MEXICO-AETNA	101,371	56.9	100.0	100.0	47,235	46.6	88.6
OKLAHOMA-AETNA	247,649	72.7	98.6	99.8	236,803	95.6	74.8
TEXAS B/S	1,047,031	87.0	96.3	98.6	962,083	91.9	93.5
KANSAS CITY REGION	1,298,452	80.6	96.7	99.2	1,225,936	94.4	83.9
IOWA B/S	511,418	77.7	96.5	99.4	484,889	94.8	81.6
IOWA	342,581	80.3	97.2	99.5	327,636	95.6	83.6
NEBRASKA	168,837	72.3	95.0	99.0	157,253	93.1	77.3
KANSAS B/S	241,986	88.2	94.4	98.5	223,906	92.5	90.7
MISSOURI B/S	163,579	70.2	97.2	99.1	155,404	95.0	73.4
MISSOURI-GENERAL AMERICAN	381,469	84.2	98.2	99.3	361,737	94.8	87.4
DENVER REGION	620,658	81.7	97.6	99.1	536,202	86.4	86.4
COLORADO B/S	282,103	72.8	97.3	99.4	252,070	89.4	77.8
MONTANA B/S	68,727	84.5	97.3	98.6	61,404	89.3	86.9
NORTH DAKOTA B/S	147,835	97.2	99.8	100.0	141,060	95.4	98.9
NORTH DAKOTA	78,461	97.5	99.8	100.0	75,398	96.1	98.8
SOUTH DAKOTA	69,374	96.8	99.7	100.0	65,662	94.6	98.9
UTAH B/S	97,326	78.9	95.0	97.6	57,731	59.3	89.0
WYOMING-EQUITABLE	24,567	95.9	98.9	99.3	23,937	97.0	96.6
SAN FRANCISCO REGION	3,039,827	87.3	96.8	98.8	2,832,415	93.2	91.2
ARIZONA-NEVADA-AETNA	430,565	87.4	95.6	98.0	378,754	88.0	91.2
ARIZONA	340,460	89.0	95.8	98.0	294,085	86.4	93.2
NEVADA	90,105	81.2	94.9	97.8	84,669	94.0	84.6
CALIFORNIA B/S	1,013,700	88.5	96.1	98.4	920,091	90.8	94.7
CALIFORNIA-OCCIDENTAL	1,501,342	86.8	97.6	99.3	1,445,463	96.3	89.4
HAWAII-AETNA	94,220	82.9	97.8	99.1	88,107	93.5	85.9

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 7A: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	867,147	88.8	98.9	99.8	842,133	97.1	89.8
ALASKA-OREGON-AETNA	280,786	88.8	98.4	99.7	272,345	97.0	90.2
ALASKA	10,709	89.8	98.2	99.7	10,348	96.6	91.8
OREGON	270,077	88.8	98.4	99.7	261,997	97.0	90.2
IDAHO-EQUITABLE	76,826	97.8	99.9	100.0	74,694	97.2	98.8
WASHINGTON B/S	509,535	87.5	99.1	99.8	495,094	97.2	88.2
RRB-TRAVELERS	750,270	85.2	98.6	99.7	736,960	98.2	86.2
AETNA	1,154,591	81.6	97.5	99.1	1,023,244	88.6	86.6
EQUITABLE	459,249	96.8	99.4	99.8	445,530	97.0	98.6
NATIONWIDE	439,877	94.1	98.6	99.6	418,462	95.1	97.2
PRUDENTIAL	2,542,982	70.8	97.5	99.1	2,475,504	97.3	72.0
TRAVELERS (RRB-EXCLUDED)	884,480	74.3	98.3	99.6	856,427	96.8	76.1

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 8A: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	17,657,655	81.6	97.1	99.0	16,976,633	96.1	83.9
BOSTON REGION	1,216,069	86.0	94.8	97.3	1,148,743	94.5	90.1
MASSACHUSETTS B/S							
MASSACHUSETTS	877,265	86.8	94.6	97.1	826,818	94.2	91.0
TRI-STATE	174,169	85.2	93.6	96.7	163,858	94.1	89.6
MAINE	78,740	85.1	93.5	96.8	73,974	93.9	89.3
NEW HAMPSHIRE	53,088	84.5	93.5	96.3	50,049	94.3	89.0
VERMONT	42,341	86.3	93.8	97.2	39,835	94.1	90.8
RHODE ISLAND B/S	164,635	82.5	96.9	98.9	158,067	96.0	85.9
NEW YORK REGION	2,432,415	51.9	95.3	98.8	2,343,408	96.3	53.5
NEW JERSEY-PRUDENTIAL	680,354	57.5	97.1	98.9	669,061	98.3	58.0
N.Y.-BINGHAMTON B/S	440,791	27.9	98.0	99.6	427,215	96.9	28.5
N.Y.-NEW YORK B/S	1,105,114	50.1	92.2	98.2	1,041,761	94.3	52.9
NEW YORK-GROUP HEALTH	90,677	88.5	99.0	99.7	90,113	99.4	88.8
PUERTO RICO B/S	115,479	98.3	100.0	100.0	115,258	99.8	98.3
PUERTO RICO	115,421	98.3	100.0	100.0	115,200	99.8	98.3
VIRGIN ISLANDS	58	100.0	100.0	100.0	58	100.0	100.0
PHILADELPHIA REGION	2,328,613	87.4	97.2	99.1	2,289,144	98.3	88.6
MARYLAND B/S	292,976	68.7	86.3	96.1	284,456	97.1	70.1
PENNSYLVANIA B/S	1,695,948	92.5	98.8	99.4	1,675,356	98.8	93.5
DELAWARE	65,150	97.0	99.2	99.5	64,565	99.1	97.8
DISTRICT OF COLUMBIA	206,661	93.9	98.4	99.3	203,249	98.3	95.4
PENNSYLVANIA	1,424,137	92.1	98.9	99.5	1,407,542	98.8	93.1
VIRGINIA-TRAVELERS	274,672	74.5	98.5	99.6	267,531	97.4	76.0
WEST VIRGINIA-NATIONWIDE	65,017	91.7	98.2	99.7	61,801	95.1	95.4
ATLANTA REGION	3,632,565	81.0	96.9	98.9	3,501,210	96.4	83.5
ALABAMA B/S	310,918	98.6	99.9	99.9	305,697	98.3	99.0
FLORIDA B/S	1,654,921	78.0	95.2	98.2	1,562,743	94.4	82.2
GEORGIA-PRUDENTIAL	416,579	84.1	99.0	99.7	411,874	98.9	84.9
KENTUCKY B/S	82,705	65.6	98.5	99.6	79,675	96.3	67.9
MISSISSIPPI-TRAVELERS	193,665	92.1	99.0	99.8	188,650	97.4	93.4
NORTH CAROLINA-PRUDENTIAL	614,240	70.4	97.4	99.2	597,916	97.3	71.6
SOUTH CAROLINA B/S	145,083	83.6	95.9	98.0	144,984	99.9	83.7
TENNESSEE-EQUITABLE	214,454	97.2	99.5	99.9	209,671	97.8	98.7

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 8A: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	2,608,930	94.1	99.2	99.8	2,571,974	98.6	95.1
ILLINOIS B/S (HCSC)	597,786	96.7	100.0	100.0	593,097	99.2	97.3
INDIANA B/S	328,887	95.3	98.2	99.5	316,435	96.2	98.6
MICHIGAN B/S	1,085,042	93.6	99.1	99.7	1,081,189	99.6	93.8
MINNESOTA B/S	44,196	93.2	99.3	99.9	43,012	97.3	94.6
MINNESOTA-TRAVELERS	88,490	80.0	98.9	99.7	85,429	96.5	82.0
OHIO-NATIONWIDE	227,026	94.1	98.7	99.8	217,041	95.6	97.1
WISCONSIN B/S	237,503	94.1	99.7	99.9	235,771	99.3	94.3
DALLAS REGION	1,379,150	85.0	98.0	99.4	1,280,237	92.8	90.0
ARKANSAS B/S	236,716	88.6	98.9	99.6	227,433	96.1	91.1
LA.-ARK. B/S	304,333	82.8	97.6	99.3	290,205	95.4	88.4
NEW MEXICO-AETNA	58,832	53.8	100.0	100.0	29,463	50.1	83.4
OKLAHOMA-AETNA	129,535	73.5	96.8	99.8	124,957	96.5	75.0
TEXAS B/S	649,734	90.0	97.5	99.1	608,179	93.6	94.7
KANSAS CITY REGION	688,269	79.0	96.7	99.2	657,893	95.6	81.3
IOWA B/S	212,451	71.8	96.5	99.4	203,462	95.8	74.6
IOWA	147,075	74.3	96.9	99.5	141,867	96.5	76.7
NEBRASKA	65,376	66.3	95.8	99.2	61,595	94.2	69.9
KANSAS B/S	161,319	88.2	94.6	98.8	151,865	94.1	90.1
MISSOURI B/S	108,412	69.8	97.8	99.4	104,567	96.5	71.8
MISSOURI-GENERAL AMERICAN	206,087	84.0	98.0	99.3	197,999	96.1	86.4
DENVER REGION	338,914	82.9	97.4	99.1	292,793	86.4	87.2
COLORADO B/S	182,097	78.4	97.6	99.5	166,347	91.4	82.6
MONTANA B/S	29,963	85.2	97.1	98.6	26,917	89.8	87.8
NORTH DAKOTA B/S	53,726	96.8	99.8	100.0	51,791	96.4	98.2
NORTH DAKOTA	30,227	97.2	99.8	100.0	29,223	96.7	98.4
SOUTH DAKOTA	23,499	96.4	99.8	100.0	22,568	96.0	98.0
UTAH B/S	62,943	80.5	94.8	97.3	37,757	60.0	89.2
WYOMING-EQUITABLE	10,185	97.0	99.5	99.8	9,981	98.0	97.0
SAN FRANCISCO REGION	2,150,756	87.3	97.2	99.1	2,027,923	94.3	90.5
ARIZONA-NEVADA-AETNA	251,646	85.8	95.3	97.9	226,437	90.0	89.1
ARIZONA	178,967	88.0	95.4	97.8	157,737	88.1	91.5
NEVADA	72,679	80.5	95.0	97.9	68,700	94.5	83.4
CALIFORNIA B/S	709,034	69.1	96.4	98.7	647,581	91.3	94.8
CALIFORNIA-OCCIDENTAL	1,125,659	86.9	98.0	99.5	1,093,293	97.1	88.8
HAWAII-AETNA	64,417	79.0	98.0	99.2	60,612	94.1	81.4

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 8A: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	395,386	86.7	99.0	99.7	384,296	97.2	87.6
ALASKA-OREGON-AETNA	118,305	90.4	98.6	99.8	114,934	97.2	91.6
ALASKA	6,621	90.9	98.7	99.7	6,423	97.0	92.5
OREGON	111,684	90.4	98.6	99.8	108,511	97.2	91.6
IDAHO-EQUITABLE	20,217	96.3	99.9	100.0	19,599	96.9	97.4
WASHINGTON B/S	256,864	84.2	99.1	99.7	249,763	97.2	84.9
RRB-TRAVELERS	486,588	91.3	99.2	99.9	479,012	98.4	92.1
AETNA	622,735	80.4	97.4	99.0	556,403	89.3	85.3
EQUITABLE	244,856	97.1	99.6	99.9	239,251	97.7	98.5
NATIONWIDE	292,043	93.5	98.6	99.8	278,842	95.5	96.7
PRUDENTIAL	1,711,173	68.6	97.6	99.2	1,678,851	98.1	69.4
TRAVELERS (RRB-EXCLUDED)	556,827	81.5	98.7	99.7	541,610	97.3	83.0

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may no have been able to tell whether the older claims were "clean" or "other."

TABLE 9A: PROCESSING AND PAYMENT TIME DATA FOR PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	13,034,242	81.2	97.3	99.1	12,573,761	96.5	83.3
BOSTON REGION	987,131	86.4	95.0	97.4	934,262	94.6	90.4
MASSACHUSETTS B/S							
MASSACHUSETTS	694,587	87.5	94.9	97.2	655,071	94.3	91.7
TRI-STATE	152,878	85.8	93.9	96.8	144,499	94.5	89.8
MAINE	68,570	85.6	94.0	97.0	64,664	94.3	89.6
NEW HAMPSHIRE	45,093	84.7	93.6	96.2	42,646	94.6	88.9
VERMONT	39,215	87.3	94.3	97.4	37,189	94.8	91.1
RHODE ISLAND B/S	139,666	81.9	96.8	98.9	134,692	96.4	84.9
NEW YORK REGION	1,799,699	49.5	95.9	98.9	1,734,156	96.4	51.0
NEW JERSEY-PRUDENTIAL	422,014	49.5	98.2	99.3	413,383	98.0	49.9
N.Y.-BINGHAMTON B/S	375,991	28.9	98.2	99.6	365,922	97.3	29.4
N.Y.-NEW YORK B/S	830,993	49.7	93.0	98.2	784,790	94.4	52.3
NEW YORK-GROUP HEALTH	75,631	89.0	98.9	99.7	75,144	99.4	89.3
PUERTO RICO B/S	95,070	98.6	100.0	100.0	94,917	99.8	98.6
PUERTO RICO	95,012	98.6	100.0	100.0	94,859	99.8	98.6
VIRGIN ISLANDS	58	100.0	100.0	100.0	58	100.0	100.0
PHILADELPHIA REGION	1,869,656	88.5	97.3	99.2	1,840,479	98.4	69.8
MARYLAND B/S	225,017	69.1	86.5	97.1	219,757	97.7	69.9
PENNSYLVANIA B/S	1,345,236	93.6	98.8	99.5	1,328,967	98.8	94.6
DELAWARE	34,839	95.8	98.8	99.3	34,380	98.7	96.9
DISTRICT OF COLUMBIA	147,770	92.9	98.1	99.2	145,100	98.2	94.5
PENNSYLVANIA	1,162,627	93.6	98.9	99.5	1,149,487	98.9	94.6
VIRGINIA-TRAVELERS	244,250	76.9	98.6	99.6	238,859	97.8	78.3
WEST VIRGINIA-NATIONWIDE	55,153	92.6	98.5	99.8	52,896	95.9	95.5
ATLANTA REGION	2,671,575	78.7	96.7	98.8	2,572,525	96.3	81.2
ALABAMA B/S	260,216	98.8	99.9	100.0	256,262	98.5	99.1
FLORIDA B/S	1,286,630	75.5	95.1	98.2	1,216,615	94.6	79.6
GEORGIA-PRUDENTIAL	328,619	86.6	99.0	99.7	324,848	98.9	87.5
KENTUCKY B/S	57,454	62.0	99.1	99.7	55,862	97.2	63.6
MISSISSIPPI-TRAVELERS	159,479	91.6	99.1	99.8	155,849	97.7	92.6
NORTH CAROLINA-PRUDENTIAL	330,207	53.9	95.7	98.6	317,945	96.3	55.2
SOUTH CAROLINA B/S	96,942	84.5	96.5	98.2	96,881	99.9	84.5
TENNESSEE-EQUITABLE	152,028	97.0	99.5	99.9	148,263	97.5	98.7

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 9A: PROCESSING AND PAYMENT TIME DATA FOR PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	2,024,111	94.9	99.3	99.8	2,002,009	98.9	95.6
ILLINOIS B/S (HCSC)	451,586	97.2	100.0	100.0	449,886	99.6	97.5
INDIANA B/S	248,128	96.4	98.8	99.7	241,261	97.2	98.8
MICHIGAN B/S	851,086	94.8	99.2	99.7	847,452	99.6	95.0
MINNESOTA B/S	34,343	93.3	99.4	99.9	33,585	97.8	94.6
MINNESOTA-TRAVELERS	68,822	79.1	99.3	99.8	67,201	97.6	80.3
OHIO-NATIONWIDE	174,444	94.3	98.9	99.8	168,090	98.4	96.7
WISCONSIN B/S	195,702	94.3	99.7	99.9	194,534	99.4	94.4
DALLAS REGION	1,044,416	84.6	98.4	99.5	978,972	93.5	89.0
ARKANSAS B/S	199,266	88.4	99.3	99.7	193,320	97.0	90.4
LA.-ARK. B/S	254,307	83.2	97.8	99.4	243,125	95.6	86.7
NEW MEXICO-AETNA	43,459	50.8	100.0	100.0	20,669	47.8	81.0
OKLAHOMA-AETNA	91,713	68.5	98.9	99.8	88,658	98.7	69.6
TEXAS B/S	455,671	90.1	98.1	99.4	431,200	94.6	94.1
KANSAS CITY REGION	557,896	79.8	96.9	99.2	537,024	96.3	81.7
IOWA B/S	174,319	73.6	97.3	99.4	168,468	96.6	75.9
IOWA	121,567	75.9	97.6	99.5	118,066	97.1	77.9
NEBRASKA	52,752	68.4	96.7	99.3	50,400	95.5	71.2
KANSAS B/S	142,682	87.9	94.5	98.7	134,833	94.5	89.8
MISSOURI B/S	85,794	68.2	97.7	99.4	83,426	97.2	69.9
MISSOURI-GENERAL AMERICAN	155,101	85.5	98.3	99.4	150,299	96.9	87.5
DENVER REGION	219,695	83.3	97.7	99.1	185,682	84.5	88.0
COLORADO B/S	110,735	80.3	98.4	99.7	99,769	90.1	84.5
MONTANA B/S	23,299	85.3	97.4	98.6	20,824	89.4	87.7
NORTH DAKOTA B/S	32,119	96.5	99.8	100.0	30,899	96.2	98.0
NORTH DAKOTA	20,112	98.9	99.8	100.0	19,400	96.5	98.1
SOUTH DAKOTA	12,007	95.9	99.8	100.0	11,499	95.8	97.7
UTAH B/S	46,321	78.3	94.4	97.2	27,118	58.5	87.6
WYOMING-EQUITABLE	7,221	96.5	99.3	99.7	7,072	97.9	96.5
SAN FRANCISCO REGION	1,216,812	88.0	97.5	99.2	1,159,785	95.3	90.4
ARIZONA-NEVADA-AETNA	183,968	86.5	95.4	97.9	163,900	89.1	89.8
ARIZONA	128,263	89.1	95.6	97.9	111,176	88.7	92.9
NEVADA	55,705	80.7	95.0	98.0	52,724	94.6	83.4
CALIFORNIA B/S	170,300	88.2	96.0	98.5	155,157	91.1	94.6
CALIFORNIA-OCCIDENTAL	808,804	88.7	98.2	99.6	789,898	97.7	90.3
HAWAII-AETNA	53,740	80.1	98.1	99.3	50,832	94.6	82.4

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 9A: PROCESSING AND PAYMENT TIME DATA FOR PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	281,548	87.3	98.9	99.7	274,292	97.4	88.1
ALASKA-OREGON-AETNA	81,694	89.0	98.4	99.7	79,146	96.9	90.3
ALASKA	5,763	90.3	98.6	99.6	5,584	96.9	92.1
OREGON	75,931	88.9	98.4	99.7	73,562	96.9	90.2
IDAHO-EQUITABLE	14,998	95.7	99.9	100.0	14,456	96.4	97.0
WASHINGTON B/S	184,856	85.9	99.1	99.7	180,690	97.7	86.4
RRB-TRAVELERS	361,703	91.2	99.3	99.9	356,575	98.6	91.9
AETNA	454,574	79.2	97.4	99.0	403,205	88.7	84.1
EQUITABLE	174,247	96.9	99.5	99.9	169,791	97.4	98.5
NATIONWIDE	229,597	93.9	98.8	99.8	220,986	96.2	96.4
PRUDENTIAL	1,080,840	62.1	97.7	99.2	1,056,176	97.7	63.1
TRAVELERS (RRB-EXCLUDED)	472,551	82.2	98.9	99.7	461,909	97.7	83.4

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 10A PROCESSING AND PAYMENT TIME DATA FOR NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	4,623,413	82.7	96.6	98.9	4,402,872	95.2	85.6
BOSTON REGION	228,938	84.0	93.7	97.1	214,481	93.7	88.7
MASSACHUSETTS B/S							
MASSACHUSETTS	182,678	84.1	93.4	96.9	171,747	94.0	88.4
TRI-STATE	21,291	81.0	90.8	95.8	19,359	90.9	88.2
MAINE	10,170	81.2	90.2	95.4	9,310	91.5	87.3
NEW HAMPSHIRE	7,995	83.5	92.6	96.7	7,403	92.6	89.6
VERMONT	3,126	74.5	87.9	95.0	2,646	84.6	86.9
RHODE ISLAND B/S	24,969	85.6	97.8	99.3	23,375	93.6	91.4
NEW YORK REGION	632,716	58.6	93.4	98.3	609,252	96.3	60.5
NEW JERSEY-PRUDENTIAL	258,340	70.6	95.3	98.2	255,678	99.0	71.0
N.Y.-BINGHAMTON B/S	64,800	22.4	96.8	99.4	61,293	94.6	23.2
N.Y.-NEW YORK B/S	274,121	51.5	90.0	98.0	256,971	93.7	54.7
NEW YORK-GROUP HEALTH	15,046	86.1	99.2	99.6	14,969	99.5	86.4
PUERTO RICO B/S	20,409	96.9	100.0	100.0	20,341	99.7	96.9
PUERTO RICO	20,409	96.9	100.0	100.0	20,341	99.7	96.9
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	458,957	82.9	96.7	98.4	448,665	97.8	84.8
MARYLAND B/S	67,959	67.5	85.9	92.9	64,699	95.2	70.5
PENNSYLVANIA B/S	350,712	88.2	98.8	99.4	346,389	98.8	89.2
DELAWARE	30,311	98.5	99.7	99.8	30,185	99.6	98.8
DISTRICT OF COLUMBIA	58,891	96.5	99.0	99.6	58,149	98.7	97.6
PENNSYLVANIA	261,510	85.1	98.6	99.3	258,055	98.7	86.2
VIRGINIA-TRAVELERS	30,422	54.8	97.6	99.7	28,672	94.2	57.1
WEST VIRGINIA-NATIONWIDE	9,864	86.9	96.0	99.4	8,905	90.3	94.7
ATLANTA REGION	960,990	87.4	97.5	99.2	928,685	96.6	89.8
ALABAMA B/S	50,702	98.0	99.8	99.9	49,435	97.5	98.6
FLORIDA B/S	368,291	86.5	95.5	98.5	346,128	94.0	91.5
GEORGIA-PRUDENTIAL	87,960	74.7	99.1	99.8	87,026	98.9	75.3
KENTUCKY B/S	25,251	73.9	97.3	99.4	23,813	94.3	78.1
MISSISSIPPI-TRAVELERS	34,186	94.6	98.7	99.8	32,801	95.9	97.0
NORTH CAROLINA-PRUDENTIAL	284,033	89.5	99.2	99.9	279,971	98.6	90.2
SOUTH CAROLINA B/S	48,141	82.0	94.7	97.5	48,103	99.9	82.0
TENNESSEE-EQUITABLE	62,426	97.7	99.5	99.9	61,408	98.4	98.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 10A: PROCESSING AND PAYMENT TIME DATA FOR NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	584,819	91.6	98.6	99.7	569,965	97.5	93.5
ILLINOIS B/S (HCSC)	146,200	95.3	99.9	100.0	143,211	98.0	96.9
INDIANA B/S	80,759	91.7	96.3	98.9	75,174	93.1	98.1
MICHIGAN B/S	233,956	89.1	98.6	99.7	233,737	99.9	89.2
MINNESOTA B/S	9,853	92.7	99.1	99.8	9,427	95.7	94.6
MINNESOTA-TRAVELERS	19,668	83.2	97.2	99.2	18,228	92.7	88.0
OHIO-NATIONWIDE	52,582	93.3	98.2	99.8	48,951	93.1	98.3
WISCONSIN B/S	41,801	93.4	99.6	99.9	41,237	98.7	93.9
DALLAS REGION	334,734	86.5	96.7	98.9	303,265	90.6	93.1
ARKANSAS B/S	37,450	89.3	96.7	98.7	34,113	91.1	95.4
LA.-ARK. B/S	50,026	80.6	96.8	98.9	47,080	94.1	84.9
NEW MEXICO-AETNA	15,373	62.1	100.0	100.0	8,794	57.2	89.2
OKLAHOMA-AETNA	37,822	85.6	98.6	99.9	36,299	96.0	88.2
TEXAS B/S	194,063	89.6	98.0	98.6	176,979	91.2	96.0
KANSAS CITY REGION	130,373	75.6	95.9	99.2	120,869	92.7	79.5
IOWA B/S	38,132	63.5	93.1	99.2	34,996	91.8	88.5
IOWA	25,508	88.5	93.6	99.4	23,801	93.3	70.7
NEBRASKA	12,824	57.4	92.2	98.9	11,195	88.7	63.9
KANSAS B/S	18,637	90.6	95.8	99.0	17,032	91.4	92.9
MISSOURI B/S	22,618	75.6	98.0	99.4	21,141	93.5	79.4
MISSOURI-GENERAL AMERICAN	50,986	79.2	97.0	99.1	47,700	93.6	82.8
DENVER REGION	119,219	82.1	97.0	99.0	107,111	89.8	85.8
COLORADO B/S	71,362	75.6	96.4	99.1	66,578	93.3	79.8
MONTANA B/S	6,664	84.6	95.8	98.8	6,093	91.4	88.3
NORTH DAKOTA B/S	21,607	97.3	99.8	100.0	20,892	98.7	98.8
NORTH DAKOTA	10,115	97.8	99.8	100.0	9,823	97.1	99.0
SOUTH DAKOTA	11,492	96.8	99.8	100.0	11,069	96.3	98.2
UTAH B/S	16,622	86.6	95.7	97.5	10,639	64.0	93.4
WYOMING-EQUITABLE	2,964	98.2	99.9	100.0	2,909	98.1	98.3
SAN FRANCISCO REGION	933,944	86.4	96.8	98.9	868,138	93.0	90.6
ARIZONA-NEVADA-AETNA	67,678	83.9	94.8	97.8	62,537	92.4	87.1
ARIZONA	50,704	85.3	94.7	97.7	46,561	91.8	88.4
NEVADA	16,974	79.9	94.9	97.8	15,976	94.1	83.3
CALIFORNIA B/S	538,734	89.3	96.6	98.7	492,424	91.4	94.9
CALIFORNIA-OCCIDENTAL	316,855	82.3	97.6	99.4	303,397	95.8	84.9
HAWAII-AETNA	10,677	73.1	97.4	98.9	9,780	91.6	76.2

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 10A: PROCESSING AND PAYMENT TIME DATA FOR NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	113,838	85.1	99.1	99.8	110,004	96.6	86.2
ALASKA-OREGON-AETNA	36,611	93.5	99.1	99.8	35,788	97.8	94.5
ALASKA	858	94.9	99.1	99.9	839	97.8	95.5
OREGON	35,753	93.4	99.1	99.8	34,949	97.8	94.4
IDAHO-EQUITABLE	5,219	98.1	100.0	100.0	5,143	98.5	98.7
WASHINGTON B/S	72,008	79.9	99.0	99.7	69,073	95.9	81.0
RRB-TRAVELERS	124,885	91.4	99.0	99.8	122,437	98.0	92.5
AETNA	168,161	83.7	97.2	99.0	153,198	91.1	88.5
EQUITABLE	70,609	97.8	99.6	99.9	69,460	98.4	98.8
NATIONWIDE	62,446	92.3	97.9	99.8	57,856	92.6	97.7
PRUDENTIAL	630,333	79.7	97.6	99.2	622,675	98.8	80.2
TRAVELERS (RRB-EXCLUDED)	84,276	77.6	98.0	99.6	79,701	94.6	80.6

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 11A: PROCESSING AND PAYMENT TIME DATA FOR DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	1,123,950	69.6	93.8	97.6	1,034,882	92.1	74.1
BOSTON REGION	43,715	77.8	92.6	96.6	38,539	88.2	86.5
MASSACHUSETTS B/S							
MASSACHUSETTS	32,895	79.4	93.5	97.0	29,854	90.8	85.5
TRI-STATE	8,415	75.8	88.6	94.7	7,165	85.1	88.0
MAINE	4,334	80.5	90.7	95.8	3,802	87.7	90.7
NEW HAMPSHIRE	2,343	71.5	86.2	93.3	1,981	84.5	83.9
VERMONT	1,738	69.9	86.4	93.7	1,382	79.5	86.5
RHODE ISLAND B/S	2,405	63.2	94.4	97.5	1,520	63.2	100.0
NEW YORK REGION	147,122	44.2	88.9	96.2	139,897	95.1	46.0
NEW JERSEY-PRUDENTIAL	38,923	26.1	74.1	91.1	38,336	98.5	26.1
N.Y.-BINGHAMTON B/S	23,336	26.8	94.8	99.1	20,831	89.3	28.8
N.Y.-NEW YORK B/S	64,240	46.8	92.2	97.2	60,193	93.7	49.4
NEW YORK-GROUP HEALTH	11,198	86.5	99.2	99.6	11,154	99.6	86.7
PUERTO RICO B/S	9,425	94.9	100.0	100.0	9,383	99.6	94.9
PUERTO RICO	9,425	94.9	100.0	100.0	9,383	99.6	94.9
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	154,483	68.2	94.5	96.8	148,093	95.9	70.9
MARYLAND B/S	21,299	45.9	77.0	84.9	18,830	88.4	51.4
PENNSYLVANIA B/S	109,880	75.9	97.5	98.6	107,761	98.1	77.4
DELAWARE	3,916	95.1	98.4	99.1	3,861	98.6	96.4
DISTRICT OF COLUMBIA	8,029	89.0	96.2	98.4	7,845	97.7	91.0
PENNSYLVANIA	97,935	74.1	97.6	98.6	96,055	98.1	75.5
VIRGINIA-TRAVELERS	18,253	43.6	96.7	99.6	17,086	93.5	45.8
WEST VIRGINIA-NATIONWIDE	5,051	82.4	94.5	99.0	4,436	87.8	92.2
ATLANTA REGION	212,323	71.6	93.5	97.7	195,036	91.9	77.3
ALABAMA B/S	18,242	96.8	99.9	99.9	17,854	97.9	97.5
FLORIDA B/S	108,054	75.5	89.9	96.4	93,813	86.8	86.3
GEORGIA-PRUDENTIAL	25,056	39.4	99.3	99.7	24,888	99.3	39.6
KENTUCKY B/S	5,710	67.4	92.4	98.2	5,000	87.6	76.2
MISSISSIPPI-TRAVELERS	11,786	90.4	97.8	99.9	11,035	93.6	95.6
NORTH CAROLINA-PRUDENTIAL	17,287	35.7	94.8	98.8	16,511	95.5	36.9
SOUTH CAROLINA B/S	8,592	60.0	88.8	95.0	8,562	99.7	60.2
TENNESSEE-EQUITABLE	17,596	97.1	99.5	99.9	17,373	98.7	98.0

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 11A: PROCESSING AND PAYMENT TIME DATA FOR DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	190,772	85.3	97.4	99.4	181,066	94.9	89.0
ILLINOIS B/S (HCSC)	54,188	95.0	99.9	100.0	52,340	96.6	97.5
INDIANA B/S	31,066	85.0	93.1	97.8	27,319	87.9	95.9
MICHIGAN B/S	56,595	75.8	97.3	99.6	56,471	99.8	75.9
MINNESOTA B/S	2,386	80.7	98.7	99.7	2,272	95.2	84.2
MINNESOTA-TRAVELERS	9,082	72.6	94.5	98.4	7,829	86.2	81.3
OHIO-NATIONWIDE	22,269	88.7	97.1	99.7	19,898	89.4	96.9
WISCONSIN B/S	15,186	90.2	99.5	99.9	14,937	98.4	90.7
DALLAS REGION	121,051	82.1	94.0	97.7	105,259	87.0	91.6
ARKANSAS B/S	20,059	88.7	96.3	98.2	17,947	89.5	94.7
LA.-ARK. B/S	11,209	70.9	94.4	98.3	9,636	86.0	80.0
NEW MEXICO-AETNA	7,779	52.6	100.0	100.0	3,806	48.9	89.4
OKLAHOMA-AETNA	8,955	86.1	97.0	99.8	8,264	92.3	91.2
TEXAS B/S	73,049	84.7	92.4	97.0	65,606	89.8	92.7
KANSAS CITY REGION	44,961	59.8	91.8	98.5	40,017	89.0	65.3
IOWA B/S	19,436	44.4	87.8	98.7	17,279	88.9	49.4
IOWA	13,182	47.2	88.8	99.0	11,815	89.6	52.2
NEBRASKA	6,254	38.5	85.7	98.0	5,464	87.4	43.4
KANSAS B/S	4,641	89.8	95.2	98.5	3,965	85.4	94.1
MISSOURI B/S	7,012	83.6	97.2	99.4	6,056	86.4	93.7
MISSOURI-GENERAL AMERICAN	13,872	59.2	93.6	97.7	12,717	91.7	64.3
DENVER REGION	39,577	62.6	92.8	97.6	33,157	83.8	67.2
COLORADO B/S	24,592	49.9	91.6	97.7	21,694	88.2	54.7
MONTANA B/S	3,750	78.7	93.6	98.8	3,345	89.2	84.0
NORTH DAKOTA B/S	2,867	93.5	99.1	99.9	2,598	90.6	98.0
NORTH DAKOTA	1,005	92.3	99.1	99.9	887	88.3	98.9
SOUTH DAKOTA	1,862	94.1	99.1	99.9	1,711	91.9	97.5
UTAH B/S	6,960	79.2	92.5	95.2	4,134	59.4	89.5
WYOMING-EQUITABLE	1,408	97.7	99.9	100.0	1,386	98.4	97.7
SAN FRANCISCO REGION	107,358	58.6	93.1	98.2	95,513	89.0	63.6
ARIZONA-NEVADA-AETNA	18,039	82.7	91.7	97.2	15,761	87.4	89.3
ARIZONA	12,797	82.7	91.4	97.1	11,025	86.2	89.3
NEVADA	5,242	82.4	92.5	97.4	4,736	90.3	89.3
CALIFORNIA B/S	10,944	94.0	98.1	99.5	10,456	95.5	96.7
CALIFORNIA-OCCIDENTAL	76,935	48.1	92.7	98.3	68,051	88.5	52.6
HAWAII-AETNA	1,440	51.5	92.3	97.3	1,245	86.5	58.2

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 11A: PROCESSING AND PAYMENT TIME DATA FOR DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	24,949	76.4	97.9	99.4	22,608	90.6	79.4
ALASKA-OREGON-AETNA	8,871	91.7	98.7	99.7	8,550	96.4	93.6
ALASKA	171	91.2	97.1	99.4	167	97.7	92.2
OREGON	8,700	91.7	98.7	99.7	8,383	96.4	93.6
IDAHO-EQUITABLE	1,572	99.4	99.9	100.0	1,557	99.0	99.6
WASHINGTON B/S	14,506	64.6	97.2	99.2	12,501	86.2	67.3
RRB-TRAVELERS	37,639	79.6	97.3	99.5	35,697	94.8	81.9
AETNA	45,084	78.9	95.6	98.7	37,626	83.5	89.7
EQUITABLE	20,576	97.3	99.6	99.9	20,316	98.7	98.1
NATIONWIDE	27,320	87.5	96.6	99.6	24,334	89.1	96.0
PRUDENTIAL	81,266	32.2	86.3	95.4	79,735	98.1	32.5
TRAVELERS (RRB-EXCLUDED)	39,121	64.4	96.5	99.4	35,930	91.8	68.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 12A: PROCESSING AND PAYMENT TIME DATA FOR LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	2,488,783	87.5	98.1	99.5	2,429,045	97.6	88.9
BOSTON REGION	152,703	86.2	94.0	97.2	145,558	95.3	89.7
MASSACHUSETTS B/S							
MASSACHUSETTS	123,572	85.7	93.3	96.9	117,434	95.0	89.3
TRI-STATE	8,845	85.3	92.5	96.4	8,525	96.4	87.9
MAINE	3,843	78.7	87.6	93.7	3,695	96.1	80.9
NEW HAMPSHIRE	4,448	91.1	96.5	98.7	4,319	97.1	93.4
VERMONT	554	84.7	94.6	96.2	511	92.2	90.8
RHODE ISLAND B/S	20,286	89.7	98.4	99.4	19,599	96.6	92.9
NEW YORK REGION	429,590	62.8	94.9	99.0	417,577	97.2	64.4
NEW JERSEY-PRUDENTIAL	206,360	79.7	99.0	99.5	204,364	99.0	80.1
N.Y.-BINGHAMTON B/S	34,833	17.7	98.3	99.6	34,234	98.3	17.9
N.Y.-NEW YORK B/S	176,065	49.8	89.0	98.3	166,691	94.7	52.3
NEW YORK-GROUP HEALTH	3,641	85.6	99.2	99.9	3,611	99.2	86.2
PUERTO RICO B/S	8,691	99.6	100.0	100.0	8,677	99.8	99.7
PUERTO RICO	8,691	99.6	100.0	100.0	8,677	99.8	99.7
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	242,729	92.4	98.7	99.7	240,467	99.1	93.2
MARYLAND B/S	32,676	86.3	93.3	98.8	32,350	99.0	86.9
PENNSYLVANIA B/S	201,373	93.7	99.5	99.8	199,582	99.1	94.4
DELAWARE	25,479	99.2	99.9	100.0	25,422	99.8	99.4
DISTRICT OF COLUMBIA	47,827	97.8	99.5	99.8	47,309	98.9	98.8
PENNSYLVANIA	128,067	91.1	99.4	99.7	126,851	99.1	91.8
VIRGINIA-TRAVELERS	6,930	85.9	99.7	99.9	6,854	98.9	86.5
WEST VIRGINIA-NATIONWIDE	1,750	91.0	99.1	99.8	1,681	96.1	93.9
ATLANTA REGION	628,193	94.0	99.2	99.8	617,482	98.3	95.1
ALABAMA B/S	27,585	99.1	99.9	99.9	27,296	99.0	99.5
FLORIDA B/S	210,893	94.3	98.6	99.6	205,297	97.3	96.3
GEORGIA-PRUDENTIAL	53,989	88.5	98.9	99.8	53,272	98.7	89.3
KENTUCKY B/S	17,253	75.4	99.0	99.8	16,738	97.0	77.6
MISSISSIPPI-TRAVELERS	20,398	97.2	99.2	99.8	19,837	97.2	98.0
NORTH CAROLINA-PRUDENTIAL	256,653	94.7	99.6	100.0	254,074	99.0	95.2
SOUTH CAROLINA B/S	1,678	93.4	98.7	99.5	1,675	99.8	93.6
TENNESSEE-EQUITABLE	39,744	98.8	99.8	100.0	39,293	98.9	99.3

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 12A: PROCESSING AND PAYMENT TIME DATA FOR LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	312,698	95.4	99.4	99.9	310,169	99.2	95.9
ILLINOIS B/S (HCSC)	86,323	95.8	99.9	100.0	85,554	99.1	96.5
INDIANA B/S	33,931	98.0	99.1	99.8	33,239	98.0	99.9
MICHIGAN B/S	140,282	93.8	99.2	99.8	140,257	100.0	93.9
MINNESOTA B/S	6,825	98.4	99.8	100.0	6,622	97.0	98.8
MINNESOTA-TRAVELERS	8,635	94.4	99.6	99.9	8,488	98.3	95.1
OHIO-NATIONWIDE	19,042	97.5	99.5	100.0	18,405	96.7	99.2
WISCONSIN B/S	17,658	97.9	99.7	99.9	17,604	99.7	98.1
DALLAS REGION	167,276	92.4	99.1	99.8	157,245	94.0	95.7
ARKANSAS B/S	12,754	96.5	98.9	99.8	12,433	97.5	98.5
LA.-ARK. B/S	26,428	87.8	98.7	99.5	25,890	98.0	89.5
NEW MEXICO-AETNA	6,108	76.1	100.0	100.0	4,223	69.1	88.2
OKLAHOMA-AETNA	21,345	88.3	99.6	99.9	20,737	97.2	90.0
TEXAS B/S	100,641	94.9	99.1	99.8	93,962	93.4	98.7
KANSAS CITY REGION	66,979	86.5	98.5	99.7	63,445	94.7	89.0
IOWA B/S	14,585	87.4	99.3	99.9	13,838	94.9	91.3
IOWA	9,584	92.3	99.3	99.9	9,366	97.7	93.8
NEBRASKA	5,001	78.1	99.2	99.9	4,470	89.4	86.1
KANSAS B/S	10,903	92.3	96.5	99.4	10,240	93.9	93.7
MISSOURI B/S	14,249	72.4	99.2	99.8	13,889	97.5	73.5
MISSOURI-GENERAL AMERICAN	27,242	91.1	98.6	99.7	25,480	93.5	94.1
DENVER REGION	72,998	92.6	99.2	99.8	68,398	93.7	94.5
COLORADO B/S	42,896	89.6	98.9	99.8	41,411	96.5	92.2
MONTANA B/S	2,499	93.9	99.3	99.6	2,391	95.7	94.7
NORTH DAKOTA B/S	17,818	98.1	99.9	100.0	17,462	98.0	98.7
NORTH DAKOTA	8,543	98.7	99.9	100.0	8,426	98.6	99.1
SOUTH DAKOTA	9,275	97.5	99.9	100.0	9,036	97.4	98.4
UTAH B/S	8,343	95.0	98.7	99.5	5,721	68.6	97.4
WYOMING-EQUITABLE	1,442	99.0	99.9	100.0	1,413	98.0	99.3
SAN FRANCISCO REGION	260,020	91.8	98.8	99.6	254,267	97.8	92.7
ARIZONA-NEVADA-AETNA	40,404	85.2	96.6	98.5	38,590	95.5	86.5
ARIZONA	31,041	86.4	96.3	98.4	29,533	95.1	87.8
NEVADA	9,363	81.0	97.4	98.9	9,057	96.7	82.3
CALIFORNIA B/S	230	79.6	92.6	97.0	183	79.6	95.1
CALIFORNIA-OCCIDENTAL	210,945	93.6	99.2	99.8	207,622	98.4	94.4
HAWAII-AETNA	8,441	76.5	98.7	99.3	7,872	93.3	78.0

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 12A: PROCESSING AND PAYMENT TIME DATA FOR LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	79,202	88.3	99.7	99.9	78,375	99.0	88.5
ALASKA-OREGON-AETNA	24,659	96.1	99.6	99.9	24,339	98.7	96.3
ALASKA	441	96.4	99.5	100.0	433	98.2	96.5
OREGON	24,218	96.1	99.6	99.9	23,906	98.7	96.3
IDAHO-EQUITABLE	3,006	97.6	100.0	100.0	2,954	98.3	98.4
WASHINGTON B/S	51,537	84.0	99.7	99.9	51,082	99.1	84.2
RRB-TRAVELERS	76,397	97.0	99.8	100.0	76,062	99.8	97.3
AETNA	100,957	87.2	98.3	99.3	95,761	94.9	89.1
EQUITABLE	44,192	98.7	99.8	100.0	43,660	98.8	99.2
NATIONWIDE	20,792	97.0	99.5	99.9	20,086	96.6	98.8
PRUDENTIAL	517,002	88.1	99.3	99.7	511,710	99.0	88.6
TRAVELERS (RRB-EXCLUDED)	35,963	94.4	99.4	99.8	35,179	97.8	95.1

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 13A: PROCESSING AND PAYMENT TIME DATA FOR AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	307,360	82.1	96.6	98.8	289,352	94.1	86.0
BOSTON REGION	25,914	82.5	94.0	97.6	24,306	93.8	87.4
MASSACHUSETTS B/S							
MASSACHUSETTS	20,830	82.0	93.7	97.3	19,516	93.7	87.0
TRI-STATE	3,446	86.6	94.0	98.4	3,174	92.1	92.0
MAINE	1,779	91.1	96.5	98.8	1,645	92.5	95.3
NEW HAMPSHIRE	904	82.2	93.0	97.9	839	92.8	87.7
VERMONT	763	81.3	89.4	98.2	690	90.4	89.1
RHODE ISLAND B/S	1,638	81.4	97.7	99.6	1,616	98.7	82.5
NEW YORK REGION	38,211	71.3	95.8	99.1	36,696	96.0	73.8
NEW JERSEY-PRUDENTIAL	9,105	66.1	98.8	99.2	9,078	99.7	66.3
N.Y.-BINGHAMTON B/S	5,316	35.2	96.6	99.2	4,992	93.9	37.2
N.Y.-NEW YORK B/S	22,180	80.7	94.1	99.0	21,017	94.8	84.5
NEW YORK-GROUP HEALTH	136	69.1	94.1	97.1	136	100.0	69.1
PUERTO RICO B/S	1,474	92.1	100.0	100.0	1,473	99.9	92.1
PUERTO RICO	1,474	92.1	100.0	100.0	1,473	99.9	92.1
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	43,963	86.7	97.4	98.6	42,748	97.2	88.6
MARYLAND B/S	7,021	76.7	92.2	94.5	6,864	97.8	77.8
PENNSYLVANIA B/S	29,977	94.6	98.6	99.2	29,652	98.9	95.5
DELAWARE	781	92.8	97.8	98.1	771	98.7	94.0
DISTRICT OF COLUMBIA	1,664	94.4	98.9	99.3	1,629	97.9	96.3
PENNSYLVANIA	27,532	94.7	98.7	99.3	27,252	99.0	95.5
VIRGINIA-TRAVELERS	3,979	40.6	97.9	99.7	3,516	88.4	43.2
WEST VIRGINIA-NATIONWIDE	2,986	92.1	96.7	99.7	2,716	91.0	99.1
ATLANTA REGION	50,555	74.6	96.6	98.8	47,593	94.1	77.7
ALABAMA B/S	4,393	96.7	99.6	99.8	3,837	87.3	98.2
FLORIDA B/S	19,678	70.1	94.0	97.6	18,536	94.2	74.1
GEORGIA-PRUDENTIAL	7,685	91.8	99.4	99.8	7,645	99.5	92.3
KENTUCKY B/S	2,217	80.2	97.1	99.2	2,013	90.8	87.9
MISSISSIPPI-TRAVELERS	1,860	94.0	98.9	99.8	1,794	96.5	96.4
NORTH CAROLINA-PRUDENTIAL	9,178	49.5	97.8	99.3	8,536	93.0	51.6
SOUTH CAROLINA B/S	1,492	56.0	94.4	98.0	1,492	100.0	56.0
TENNESSEE-EQUITABLE	4,052	91.1	97.5	99.9	3,740	92.3	98.1

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 13A: PROCESSING AND PAYMENT TIME DATA FOR AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1988 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	46,756	92.8	98.3	99.7	45,220	96.7	95.2
ILLINOIS B/S (HCSC)	2,105	96.8	100.0	100.0	2,101	99.8	97.0
INDIANA B/S	10,178	93.3	97.2	99.4	9,604	94.4	98.5
MICHIGAN B/S	17,372	91.5	98.5	99.6	17,340	99.8	91.7
MINNESOTA B/S	607	76.3	92.8	98.4	500	82.4	86.4
MINNESOTA-TRAVELERS	1,779	87.8	99.8	99.9	1,747	98.2	88.8
OHIO-NATIONWIDE	10,309	95.9	98.3	99.8	9,745	94.5	99.5
WISCONSIN B/S	4,406	92.2	99.4	99.8	4,183	94.9	94.4
DALLAS REGION	38,599	76.5	94.8	98.3	33,630	87.1	86.7
ARKANSAS B/S	4,215	71.4	91.6	97.3	3,328	79.0	89.0
LA.-ARK. B/S	10,015	72.8	94.4	98.1	9,295	92.8	77.9
NEW MEXICO-AETNA	1,282	55.9	99.9	100.0	668	52.1	94.3
OKLAHOMA-AETNA	6,524	77.2	97.9	99.7	6,328	97.0	79.2
TEXAS B/S	16,563	81.5	94.1	98.0	14,011	84.6	95.1
KANSAS CITY REGION	11,508	78.8	96.2	98.6	10,780	93.7	82.1
IOWA B/S	3,261	70.2	97.4	99.5	3,111	95.4	73.4
IOWA	2,155	69.6	97.9	99.5	2,080	95.8	72.5
NEBRASKA	1,106	71.5	96.5	99.5	1,051	95.0	75.3
KANSAS B/S	2,804	87.2	94.0	98.4	2,555	91.1	89.4
MISSOURI B/S	1,071	80.9	91.6	94.8	946	88.3	89.4
MISSOURI-GENERAL AMERICAN	4,372	79.3	97.7	99.1	4,168	95.3	82.4
DENVER REGION	5,477	83.5	97.1	98.8	4,652	84.9	90.8
COLORADO B/S	3,291	85.3	98.0	99.6	2,944	89.5	91.5
MONTANA B/S	384	82.3	93.5	94.8	332	88.5	85.5
NORTH DAKOTA B/S	898	93.0	99.3	99.8	810	90.2	98.0
NORTH DAKOTA	549	93.3	99.5	99.8	494	90.0	97.8
SOUTH DAKOTA	349	92.6	99.1	99.7	316	90.5	98.4
UTAH B/S	792	64.5	92.4	96.2	457	57.7	76.8
WYOMING-EQUITABLE	112	93.8	99.1	100.0	109	97.3	93.6
SAN FRANCISCO REGION	30,320	90.0	97.2	98.7	28,235	93.1	93.9
ARIZONA-NEVADA-AETNA	6,226	80.7	91.2	94.4	5,423	87.1	88.7
ARIZONA	4,581	85.4	92.0	94.8	3,940	88.0	91.4
NEVADA	1,645	67.9	88.8	93.3	1,483	90.2	74.2
CALIFORNIA B/S	259	88.0	96.9	99.6	226	87.3	93.4
CALIFORNIA-OCCIDENTAL	23,545	92.9	99.0	99.8	22,405	95.2	95.7
HAWAII-AETNA	290	52.8	85.2	98.2	181	62.4	81.2

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 13A: PROCESSING AND PAYMENT TIME DATA FOR AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	6,279	78.9	96.9	99.4	5,859	93.3	82.4
ALASKA-OREGON-AETNA	1,897	72.0	95.9	99.5	1,760	92.8	76.5
ALASKA	97	96.9	100.0	100.0	95	97.9	98.9
OREGON	1,800	70.6	95.7	99.4	1,665	92.5	75.2
IDAHO-EQUITABLE	589	96.8	100.0	100.0	582	98.8	97.8
WASHINGTON B/S	3,793	79.5	96.9	99.3	3,517	92.7	82.9
RRB-TRAVELERS	9,778	94.3	99.3	99.9	9,633	98.5	95.4
AETNA	16,219	75.8	95.0	97.6	14,360	88.5	82.4
EQUITABLE	4,753	91.9	97.8	99.9	4,431	93.2	97.9
NATIONWIDE	13,295	95.0	97.9	99.8	12,461	93.7	99.4
PRUDENTIAL	25,968	67.8	98.6	99.4	25,259	97.3	69.2
TRAVELERS (RRB-EXCLUDED)	7,618	64.6	98.5	99.8	7,057	92.6	68.0

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 14A: PROCESSING AND PAYMENT TIME DATA FOR OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	703,320	86.8	96.1	98.6	649,593	92.4	91.6
BOSTON REGION	6,606	78.0	92.2	95.5	6,078	92.0	83.6
MASSACHUSETTS B/S							
MASSACHUSETTS	5,381	83.3	93.9	96.0	4,943	91.9	89.3
TRI-STATE	585	60.5	76.2	87.7	495	84.6	70.5
MAINE	214	57.0	73.8	87.9	168	78.5	72.0
NEW HAMPSHIRE	300	68.7	82.3	88.7	264	88.0	76.9
VERMONT	71	36.6	57.7	83.1	63	88.7	39.7
RHODE ISLAND B/S	640	49.4	92.7	98.9	640	100.0	49.4
NEW YORK REGION	17,793	48.9	89.9	96.9	15,082	84.8	57.2
NEW JERSEY-PRUDENTIAL	3,952	42.4	99.2	99.7	3,900	98.7	42.4
N.Y.-BINGHAMTON B/S	1,315	18.9	93.1	98.7	1,236	94.0	20.0
N.Y.-NEW YORK B/S	11,636	50.7	85.7	95.6	9,070	77.9	64.6
NEW YORK-GROUP HEALTH	71	81.7	98.6	100.0	68	95.8	85.3
PUERTO RICO B/S	819	100.0	100.0	100.0	808	98.7	100.0
PUERTO RICO	819	100.0	100.0	100.0	808	98.7	100.0
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	17,782	70.5	88.3	95.1	17,357	97.6	71.9
MARYLAND B/S	6,963	36.4	71.8	88.2	6,655	95.6	37.6
PENNSYLVANIA B/S	9,482	92.8	99.0	99.6	9,394	99.1	93.6
DELAWARE	135	94.1	99.3	100.0	131	97.0	96.2
DISTRICT OF COLUMBIA	1,371	96.1	99.6	99.9	1,366	99.6	96.3
PENNSYLVANIA	7,976	92.3	98.9	99.6	7,897	99.0	93.1
VIRGINIA-TRAVELERS	1,260	90.0	98.7	99.5	1,236	98.1	90.4
WEST VIRGINIA-NATIONWIDE	77	94.8	96.1	100.0	72	93.5	100.0
ATLANTA REGION	69,919	84.6	95.7	98.5	68,574	98.1	86.2
ALABAMA B/S	482	86.1	98.5	99.8	448	92.9	89.3
FLORIDA B/S	29,666	82.2	95.2	99.1	28,482	96.0	85.5
GEORGIA-PRUDENTIAL	1,230	83.3	98.9	99.6	1,221	99.3	83.8
KENTUCKY B/S	71	26.8	67.3	100.0	62	87.3	30.6
MISSISSIPPI-TRAVELERS	142	76.8	95.8	100.0	135	95.1	80.7
NORTH CAROLINA-PRUDENTIAL	915	37.3	93.7	98.1	850	92.9	40.1
SOUTH CAROLINA B/S	38,379	87.7	96.0	98.0	38,374	100.0	87.7
TENNESSEE-EQUITABLE	1,034	95.0	99.1	99.9	1,002	96.9	97.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 14A: PROCESSING AND PAYMENT TIME DATA FOR OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	34,595	89.9	98.3	99.7	33,510	96.9	92.5
ILLINOIS B/S (HCSC)	3,584	88.3	99.8	100.0	3,216	89.7	97.8
INDIANA B/S	5,584	87.9	95.0	99.4	5,012	89.8	97.6
MICHIGAN B/S	19,707	91.6	98.7	99.7	19,369	99.8	91.7
MINNESOTA B/S	35	85.7	97.1	100.0	33	94.3	87.9
MINNESOTA-TRAVELERS	172	27.3	94.2	95.3	164	95.3	28.0
OHIO-NATIONWIDE	962	92.2	98.6	99.8	903	93.9	96.2
WISCONSIN B/S	4,551	88.1	99.4	100.0	4,513	99.2	88.1
DALLAS REGION	7,808	79.4	95.8	98.8	7,131	91.3	85.8
ARKANSAS B/S	422	83.4	98.6	99.3	405	96.0	85.4
LA.-ARK. B/S	2,374	79.4	97.2	98.9	2,259	95.2	82.9
NEW MEXICO-AETNA	204	48.5	99.5	100.0	97	47.5	91.8
OKLAHOMA-AETNA	998	80.2	98.9	99.6	970	97.2	81.8
TEXAS B/S	3,810	80.5	93.7	98.3	3,400	89.2	88.8
KANSAS CITY REGION	6,925	68.1	95.8	98.7	6,627	95.7	70.9
IOWA B/S	850	63.2	92.1	99.1	770	90.6	69.2
IOWA	587	66.8	91.7	99.0	560	95.4	69.6
NEBRASKA	263	55.1	93.2	99.2	210	79.8	68.1
KANSAS B/S	289	72.0	94.8	97.6	272	94.1	75.0
MISSOURI B/S	286	18.9	82.2	92.3	250	87.4	21.2
MISSOURI-GENERAL AMERICAN	5,500	71.3	97.1	99.0	5,335	97.0	73.3
DENVER REGION	1,167	77.5	97.7	99.6	904	77.5	83.6
COLORADO B/S	583	70.0	98.8	100.0	529	90.7	76.2
MONTANA B/S	31	77.4	100.0	100.0	25	80.6	88.0
NORTH DAKOTA B/S	24	91.7	95.8	100.0	22	91.7	95.5
NORTH DAKOTA	18	88.9	94.4	100.0	16	88.9	93.8
SOUTH DAKOTA	6	100.0	100.0	100.0	6	100.0	100.0
UTAH B/S	527	85.2	96.4	99.1	327	62.0	94.5
WYOMING-EQUITABLE	2	100.0	100.0	100.0	1	50.0	100.0
SAN FRANCISCO REGION	536,246	89.1	96.5	98.7	490,123	91.4	94.6
ARIZONA-NEVADA-AETNA	3,009	82.1	96.6	98.3	2,763	91.8	84.1
ARIZONA	2,285	84.6	97.2	98.4	2,063	90.3	86.8
NEVADA	724	74.3	94.8	98.1	700	96.7	76.3
CALIFORNIA B/S	527,301	89.2	96.6	98.7	481,559	91.3	94.8
CALIFORNIA-OCCIDENTAL	5,430	82.3	95.6	99.0	5,319	98.0	83.4
HAWAII-AETNA	506	90.3	98.0	98.8	482	95.3	91.9

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 14A: PROCESSING AND PAYMENT TIME DATA FOR OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	3,408	84.9	98.2	99.5	3,162	92.8	86.1
ALASKA-OREGON-AETNA	1,184	86.8	97.4	99.3	1,139	96.2	89.3
ALASKA	149	93.3	99.3	100.0	144	96.6	93.8
OREGON	1,035	85.9	97.1	99.2	995	96.1	88.6
IDAHO-EQUITABLE	52	100.0	100.0	100.0	50	96.2	100.0
WASHINGTON B/S	2,172	83.5	98.6	99.6	1,973	90.8	83.8
RRB-TRAVELERS	1,071	76.7	97.4	99.2	1,045	97.6	77.9
AETNA	5,901	82.3	97.4	98.8	5,451	92.4	85.6
EQUITABLE	1,088	95.2	99.2	99.9	1,053	96.8	97.9
NATIONWIDE	1,039	92.4	98.5	99.8	975	93.8	96.5
PRUDENTIAL	6,097	49.8	98.3	99.4	5,971	97.9	50.5
TRAVELERS (RRB-EXCLUDED)	1,574	82.0	97.9	99.1	1,535	97.5	82.9

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 15A: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	7,952,631	72.6	95.6	98.3	7,361,968	92.6	77.0
BOSTON REGION	170,840	87.5	94.1	96.8	158,144	92.6	93.1
MASSACHUSETTS B/S							
MASSACHUSETTS	48,053	83.3	91.7	95.2	42,876	89.2	91.7
TRI-STATE	107,938	88.7	94.5	97.3	100,419	93.0	93.9
MAINE	32,411	88.8	94.4	97.4	29,932	92.4	94.1
NEW HAMPSHIRE	51,097	88.0	94.4	97.1	47,469	92.9	93.6
VERMONT	24,430	89.9	94.9	97.4	23,018	94.2	94.3
RHODE ISLAND B/S	14,849	91.9	98.3	99.3	14,849	100.0	91.9
NEW YORK REGION	901,499	43.0	95.4	98.3	839,648	93.1	45.4
NEW JERSEY-PRUDENTIAL	378,823	67.8	98.1	99.4	365,661	96.5	68.9
N.Y.-BINGHAMTON B/S	144,483	4.6	95.0	98.9	128,681	89.1	5.0
N.Y.-NEW YORK B/S	342,842	27.0	92.2	96.8	310,434	90.6	29.6
NEW YORK-GROUP HEALTH	25,971	84.4	98.4	99.5	25,333	97.5	85.2
PUERTO RICO B/S	9,580	98.0	100.0	100.0	9,539	99.6	98.1
PUERTO RICO	9,504	97.9	100.0	100.0	9,463	99.6	98.0
VIRGIN ISLANDS	76	100.0	100.0	100.0	76	100.0	100.0
PHILADELPHIA REGION	458,044	63.8	92.7	97.8	438,567	95.7	66.2
MARYLAND B/S	66,235	51.4	72.0	92.0	62,740	94.7	53.2
PENNSYLVANIA B/S	220,661	71.7	95.6	98.6	212,013	96.1	74.5
DELAWARE	14,844	96.7	98.9	99.5	14,514	97.8	98.1
DISTRICT OF COLUMBIA	54,207	89.3	97.4	98.8	52,617	97.1	91.8
PENNSYLVANIA	151,610	63.0	94.6	98.4	144,882	95.6	65.8
VIRGINIA-TRAVELERS	157,709	55.3	96.9	99.0	151,168	95.9	57.4
WEST VIRGINIA-NATIONWIDE	13,439	94.2	98.6	99.7	12,646	94.1	97.7
ATLANTA REGION	1,801,102	54.4	91.9	96.6	1,633,608	90.7	59.2
ALABAMA B/S	99,612	98.1	99.7	99.9	94,801	95.2	99.0
FLORIDA B/S	844,953	23.2	86.0	93.8	719,696	85.2	27.0
GEORGIA-PRUDENTIAL	182,368	93.1	98.6	99.6	177,261	97.2	95.3
KENTUCKY B/S	105,901	66.8	98.1	99.5	99,983	94.4	70.5
MISSISSIPPI-TRAVELERS	89,824	75.6	97.8	99.5	86,520	96.3	77.9
NORTH CAROLINA-PRUDENTIAL	270,618	73.5	94.9	98.2	253,731	93.8	76.9
SOUTH CAROLINA B/S	64,524	64.7	92.3	96.3	64,393	99.8	64.8
TENNESSEE-EQUITABLE	143,302	95.6	98.9	99.7	137,228	95.8	98.7

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TABLE 15A: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	1,345,500	91.5	98.8	99.7	1,293,628	96.1	94.4
ILLINOIS B/S (HCSC)	411,316	94.5	99.9	100.0	395,217	96.1	97.7
INDIANA B/S	256,595	91.7	96.6	99.0	238,222	92.8	98.4
MICHIGAN B/S	165,067	91.7	98.8	99.5	162,809	98.6	92.1
MINNESOTA B/S	85,767	92.5	99.0	99.9	83,635	97.5	93.9
MINNESOTA-TRAVELERS	80,120	60.4	98.6	99.5	77,129	96.3	62.5
OHIO-NATIONWIDE	134,395	95.3	98.5	99.7	126,974	94.5	98.4
WISCONSIN B/S	212,240	94.3	99.7	100.0	209,642	98.8	94.8
DALLAS REGION	759,205	80.0	95.9	98.5	666,642	87.8	89.0
ARKANSAS B/S	77,308	91.9	98.8	99.5	73,998	95.7	95.2
LA.-ARK. B/S	123,947	80.4	95.3	98.6	109,122	88.0	90.7
NEW MEXICO-AETNA	42,539	61.2	100.0	100.0	17,772	41.8	97.2
OKLAHOMA-AETNA	118,114	71.9	98.3	99.8	111,846	94.7	74.5
TEXAS B/S	397,297	82.1	94.4	97.7	353,904	89.1	91.4
KANSAS CITY REGION	610,183	82.5	96.7	99.1	568,043	93.1	87.0
IOWA B/S	298,967	91.9	98.4	99.3	281,427	94.1	86.6
IOWA	195,506	84.9	97.4	99.6	185,769	95.0	88.9
NEBRASKA	103,461	76.1	94.6	98.9	95,658	92.5	82.1
KANSAS B/S	80,667	88.1	93.9	98.1	72,041	89.3	91.9
MISSOURI B/S	55,167	71.1	96.0	98.6	50,837	92.2	76.6
MISSOURI-GENERAL AMERICAN	175,382	84.5	98.5	99.4	163,738	93.4	88.7
DENVER REGION	281,744	80.3	97.7	99.2	243,409	86.4	85.5
COLORADO B/S	100,006	62.0	96.7	99.2	85,723	85.7	68.4
MONTANA B/S	38,764	84.1	97.4	98.5	34,487	89.0	86.2
NORTH DAKOTA B/S	94,109	97.4	99.7	100.0	89,269	94.9	99.2
NORTH DAKOTA	48,234	97.7	99.8	100.0	46,175	95.7	99.1
SOUTH DAKOTA	45,875	97.1	99.7	100.0	43,094	93.9	99.3
UTAH B/S	34,383	76.0	95.3	98.3	19,974	58.1	88.6
WYOMING-EQUITABLE	14,482	95.1	98.5	98.9	13,956	96.4	96.3
SAN FRANCISCO REGION	889,071	87.5	95.9	98.2	804,492	90.5	93.0
ARIZONA-NEVADA-AETNA	178,919	89.6	96.0	98.1	152,317	85.1	94.5
ARIZONA	161,493	90.2	96.2	98.2	136,348	84.4	95.0
NEVADA	17,426	84.2	94.4	97.3	15,969	91.6	90.0
CALIFORNIA B/S	304,666	87.2	95.3	97.8	272,510	89.4	94.3
CALIFORNIA-OCCIDENTAL	375,683	86.3	96.2	98.6	352,170	93.7	91.2
HAWAII-AETNA	29,803	91.4	97.3	98.8	27,495	92.3	95.8

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

TABLE 15A: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN OCTOBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	471,761	90.6	98.9	99.8	457,837	97.0	91.7
ALASKA-OREGON-AETNA	162,481	87.7	98.3	99.7	157,411	96.9	89.2
ALASKA	4,088	88.0	97.4	99.6	3,925	96.0	90.7
OREGON	158,393	87.7	98.3	99.7	153,486	96.9	89.2
IDAHO-EQUITABLE	56,609	98.3	99.9	100.0	55,095	97.3	99.3
WASHINGTON B/S	252,671	90.8	99.1	99.8	245,331	97.1	91.5
RRB-TRAVELERS	263,682	74.1	97.5	99.5	257,948	97.8	75.5
AETNA	531,856	82.9	97.6	99.2	466,841	87.8	88.1
EQUITABLE	214,393	96.3	99.1	99.7	206,279	96.2	98.7
NATIONWIDE	147,834	95.2	98.5	99.7	139,620	94.4	98.3
PRUDENTIAL	831,809	75.2	97.2	99.0	796,653	95.8	77.3
TRAVELERS (RRB-EXCLUDED)	327,653	62.1	97.5	99.3	314,817	96.1	64.3

1/ Data may not be representative of future months' data because the contractors were still working off their backlogs of older claims in October 1986 and because they may not have been able to tell whether the older claims were "clean" or "other."

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.

B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.

C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.

D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.

E. Denied--Claims denied in full for any reason.

F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

A. Number--The total number of claims pending at the end of the month.

B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).

B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.

C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.

D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.

B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).

B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.

C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.

D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.

B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.

C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

Processing and Payment Time (PPC) Data - All Claims Processed

A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.

B. Percent Processed in 27 Days-- The total number of claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Processing and Payment Time (PPC) Data - Clean Claims Processed

A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.

B. Percent of Total-- The number of clean claims precessed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.

C. Percent in 27 Days-- The number of clean claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

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